

**Region 7  
PACIFIC SOUTHWEST REGION  
OF THE NATIONAL NETWORK OF LIBRARIES OF MEDICINE  
(PSRML)**

**Quarterly Report**

**July – September 2000**

**Contract No. N01-LM-6-3527**

**Date Submitted:**

**December 22, 2000**

**University of California, Los Angeles  
Los Angeles, CA 90095-1798**

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**Pacific Southwest Region  
National Network of the Libraries of Medicine  
Quarterly Report**

**July - September 2000**

**BASIC REGIONAL NETWORK PROGRAMS**

**Regional Needs Assessment**

- PSRML staff met with Zoe Stravri on August 23 at UCLA to review the Excel spreadsheet tallies of the hospital library evaluation survey data.

**Network Membership Program**

- Region 7 has a total of 619 Network Members.

**Resource Libraries**

- The annual meeting of the Resource Library Directors was scheduled for October 16, 2000.

**Network Development**

- Ms. Sandstrom attended the July 25 and September 12 Core Planning Group meetings of the Arroyo Seco Library Network (ASLN) of the Library of California. One hundred five (105) multitype libraries/institutions in Los Angeles and Orange counties, including several NN/LM members, filed formal applications to become charter members of ASLN. ASLN sent its final application for legal status as a "Regional Library Network" of the Library of California to the California State Library at the end of September. More information about the Library of California can be found at <http://www.library.ca.gov/loc/index.html>. More information about ASLN can be found at <http://www.asln.net/>.
- Clair Kuykendall, Andrea Lynch and Elaine Graham completed the last of a total of 23 training sessions on the new DOCLINE system. Training sessions were held in 12 cities throughout Region 7, and over 350 network librarians attended.

**SERHOLD**

- Region 7 currently has 375 SERHOLD contributors.

## Document Delivery

- Some Resource Libraries experienced increases in document delivery requests originating from out-of-region libraries after the release of the new DOCLINE system. We discovered that requests not filled by libraries on a DOCLINE participant's routing table were often being routed to a selection of Resource Libraries across the nation before being routed to the National Library of Medicine. Publicity was sent via the regional listserv about the various DOCLINE routing instruction options. While the number out-of-region requests have not returned to previous levels, the out-of-region requests are not causing a problem. The increase in numbers were just unanticipated, and the affected libraries have adjusted to workload shifts required to establish new accounts for out-of-region borrowers.
- Three DOCLINE applications are pending as of the end of the quarter.
- The Region has 358 DOCLINE libraries; 27 of these are Borrow-Only libraries.
- Approximately 65 DOCLINE routing table approvals were completed at PSRML during the quarter.
- Region 7 currently has 154 libraries providing Loansome Doc services, and 79 of those also serve unaffiliated health professionals.

	SERHOLD Contributors	DOCLINE	Percent Participants	BORROW ONLY DOCLINE
Arizona	42	40	95%	5
California	304	290	95%	20
Hawaii	13	13	100%	1
Nevada	11	10	91%	0
Pacific Basin	5	5	100%	1
Overall participation	375	358	95%	27

- During the quarter 186 Loansome Doc inquiries were received. Of this number 107 were from health professionals and 79 were from non-health professionals. Detailed statistics are provided below:

	HP Not a HP		Total
STATE			
Arizona	13	9	22
California	89	63	152
Hawaii	1	1	2
Nevada	4	2	6
Pacific Basin	0	4	4
<b>Totals</b>	<b>107</b>	<b>79</b>	<b>186</b>

- PSRML developed a web-based form for a DOCLINE participant to request temporary deactivation of the DOCLINE account for vacation or other extended period when the library will be unable to receive DOCLINE requests. Once the form and procedures have been reviewed and approved by all the NN/LM regional offices, the service will be available on the national NN/LM web site.

### **Microcomputer Training Facility**

- The training facility was used by the following groups this quarter: PSRML for a New DOCLINE orientation and training class; UCLA Biomedical Library Reference and Learning Resources divisions for several Medical School new student orientations; UCLA School of Nursing for a new student orientation.

### **Communications**

- The July/August and September/October issues of *Latitudes* were published and distributed. The *Latitudes* web index page (<http://www.nlm.nih.gov/psr/lat/>) received over 1159 hits in the third quarter. Between July and September, there were two requests to be added to the *Latitudes* e-mailing list.
- Clair Kuykendall submitted an article about PSRML consumer health outreach activities for the October issue of *California Libraries*, a publication of the California Library Association. Nita Mailander, one of our Network members, authored an article about MEDLINEplus in the October issue of the *AzLa Newsletter of the Arizona Library Association*.
- Processes for managing the RMLRG7-L listserv are currently being reviewed and will be reconfigured in the near future. The reconfiguration will give subscribers the ability to receive postings in digest format as well as search archived list messages.
- PSRML staff participated in teleconferences convened by the National Network Office.
- The following videotapes and audiotapes circulated to health sciences library staff during the quarter: 3 videotape copies of *Libraries, Copyright and the Internet*; 1 videotape copy of *The NLM Joseph Leiter Lecture - Quality Communication: The Path to Ideal Health* and 44 audiocassette copies from the Medical Library Association 2000 Annual Meeting and Exhibit.

### **Program Assessment/Feedback from the Region**

- PSRML sponsored a course, *Toxicology Web Resources at the NLM and Beyond*, in response to needs voiced by regional Network librarians for enhanced toxicology information search skills. (PSRML also sponsored this course earlier in the year in Davis, California.) Presented by NLM Technical Information Specialist Philip Wexler, the half-day sessions on September 19 and 20, in Phoenix, Arizona, and San Diego, California, drew 39 participants. Training for health information professionals in the area of toxicology information had not been offered on the West Coast in some time prior to this year. Participant comments were

uniformly positive and favorable of Mr. Wexler's review of the new developments and resources available at the TOXNET web site. By agreement with Philip Wexler, PSMRL has made his presentation available for downloading from the PSRML web site at <http://www.nlm.nih.gov/psr/toxnet.html>.

- We exhibited at the ASTHO/NACCHO meeting and were surprised that many public health officials have never heard of MEDLINE. Those who are aware of it often believe that MEDLINE is available only to physicians. (See also Appendix D.)

### **Referral Service**

- No Activity.

### **Consortia**

- Region 7 has 24 library groups that are recognized in the new DOCLINE system. The number increased due to the addition of two library groups to DOCUSER: FreeShare - Free Reciprocal Interlibrary Loan Group and USC - USC Library Group.

### **Grant Applications**

- No Activity.

### **Staff Activities**

- Claire Hamasu co-presented with Beryl Glitz a paper at the International Congress of Medical Librarianship in London. The paper was co-authored by Heidi Sandstrom. The paper has been solicited by *Health Libraries Review*, a U.K. publication, and the authors developed the paper into an article.
- Brian Brown, a second-year graduate student at the UCLA Department of Education and Information Studies, began an internship with PSRML. During his term, which runs through December, Mr. Brown will concentrate on enrolling institutions into and working with them as part of the Internet Connectivity Support Program.
- Elaine Graham and Michael Miller attended the LITA Regional Institute on *Database Driven Web Sites*, on August 3, 2000, in Irvine, California.
- Elaine Graham attended the NLM orientation program for new NN/LM staff from various regions, September 14-15, 2000.
- Michael Miller developed an internal web-based equipment management form to streamline PSRML reservations and maintenance for equipment used in outreach activities.
- Clair Kuykendall resigned her position as PSRML Health Information Services Specialist to relocate to San Francisco.

## II. OUTREACH PROGRAMS

### **Applied Technology/Technology Awareness**

- East Los Angeles Doctors Hospital, Tucson General Hospital, and Arizona State Hospital completed their participation in the Internet Connectivity Support Program(ICSP). Brian Brown began work on a website that could be used as a homepage for ICSP institutions. He also began follow up with two hospitals that expressed interest in participating in the program.
- Revisions have been made to the Brandon-Hill List Online, the PSRML web page that offers links to electronic versions of the titles on the Brandon/Hill List of Journals for Small Hospital Libraries.<sup>1</sup> A linked alphabet has been added to facilitate locating journal titles. During the next quarter the list will be moved to a database to facilitate searching and updating.
- The equipment for the portable LAN arrived. Michael Miller tested it, wrote instructions for connecting it, and provided an in-service for staff in preparation for using the LAN in outreach training.
- Cathy Brown started reviewing the contents of BioSites to verify the accuracy of the descriptions and to evaluate the appropriateness of listing the sites. Since the earliest entries date from 1996 and the web is such a volatile environment, a comprehensive site review was warranted.

### **Direct Outreach to Health Professionals**

- Claire Hamasu was invited as faculty for the 43<sup>rd</sup> Annual Postgraduate Refresher Course held on Maui, Hawaii, in July. Sponsored by the University of Southern California, this course attracts pharmacists, nurses and physicians. Ms. Hamasu alternated in teaching *Evidence Based Health Care* and *PubMed Basics* workshops. The workshops were enthusiastically received, filling up on the first day. Adding to the popularity of the sessions was the hands-on time using the portable LAN.

### **Outreach Subcontracts**

- An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in Appendix A.

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<sup>1</sup> Hill, DR. Selected list of books and journals for the small medical library. *Bull Med Libr Assoc* 1999 Apr; 87(2):145-69.

- **Partners in Public Health for Information Access - HiPHIVE**

The completion date has been extended until the end of the year to finish the evaluation phase. The training portion has been successfully completed. Improvements continue on the HiPHIVE website. Ms. Berglund, one of the principal investigators, has left Hawaii Medical Library and taken a position at Cal State University, San Marcos, however, she is continuing her contributions to the project.

- **Partners in Public Health for Information Access - PHIL**

The completion date has been extended until April 2001 to accommodate the digitization of gray data and follow up training. Training continues around the state and recruitment of a student to develop the PHILL website continues.

- Five of the nine applicants for the PSRML Year 2000 Outreach Awards responded to follow-up questions from the reviewers. For various reasons related to factors at the applicant sites, the others withdrew their proposals. Agreements were written and sent to the NNO office along with proposals and other supporting documentation for approval. Agreements were then sent to Network members for signatures. The institutions receiving awards were:

California Pacific Medical Center, San Francisco CA  
Memorial Hospitals Association, Modesto CA  
Sutter Health, Sacramento CA  
Petaluma Health Care District, Petaluma CA  
Olive View Hospital, Sylmar CA

- PSRML Year 2000 Outreach Award project accomplishments are summarized below (see Appendix A for the complete reports):

- **Health Information Resources on the World Wide Web – California Pacific Medical Center**

Staff of the collaborating organizations met, developed programming, and organized a schedule for the project. Program flyers were designed and a promotional story was written for a publication.

- **Los Banos House Calls – Memorial Hospitals Association**

Organizational activities began. An Internet workstation was set up at the target hospital in Los Banos. Handouts were composed. Enthusiastic supporters were enlisted to promote the project to their colleagues. Press releases were sent to in-house and in-system newsletters.



- **Medicine on the Net – Sutter Resource Center**  
Staff designed flyers to advertise the training sessions and discovered that the flyers helped to promote other library services as well. Library staff created special subject lists of diabetes and consumer health websites for the sessions. Two workshops were taught this quarter. Trainers are finding that participants think every article they want should be free and full text on the Internet.
- **Redwood Health Library's Internet HealthQuest – Petaluma Health Care District**  
Letters were sent to target groups to begin the scheduling process. Arranging training sessions went more slowly than expected since contacts were out on summer vacation. An initial session on consumer health resources was well received by an audience of senior citizens. Ms. Weaver has been very successful in getting the local press to cover this outreach project; several articles have been published.
- **Valley Care Outreach – Olive View/UCLA Medical Center**  
Ms. Kmec has promoted the project to the target clinics and begun scheduling sessions on search engines and PubMed. Initial training sessions have been held for small groups of health professionals. While waiting for the delivery of her equipment, Ms. Kmec is using a laptop and projector made available by PSRML for subcontractors to make presentations.
- Subcontract agreements were sent for signature to Savitt Medical Library, University of Reno School of Medicine, and to the University of Arizona, Rural Health Office.
- **Arizona Internet Connectivity Program**  
Much of the first quarter was spent trying to facilitate the agreement process with various University of Arizona offices. Letters were sent to the CEOs and Chiefs of Staff of the institutions identified by PSRML as NOT connected to the Internet. Even though the agreement was not yet in place, a training session entitled "Connecting Your Institution to the Internet: Access to Health Information" was conducted in July at the annual Arizona Rural Health Conference in Pinetop, Arizona.
- **CAMIL 3**  
The workstation configuration for the outreach sites were discussed and contacts began with the site coordinators to start the planning for equipment installation.

### **Special Populations/Subjects Outreach**

- On September 14, 2000, Claire Hamasu met with Russell Toth, Director, and Antonio Le Mons, Health Education Coordinator, at the California AIDS Clearinghouse (CAC) to discuss the AIDS information summit that Mr. Toth had proposed at the April 2000 RAC meeting. Approximately 10 volunteers from the AIDS community will be recruited to serve as the planning committee. CAC staff and Ms. Hamasu will collaborate on creating recruitment messages and flyers to be distributed by both CAC and PSRML.

- Michael Boer from the NN/LM Pacific Northwest Region contacted PSRML and invited staff to present two sessions at the Association of American Indian Physicians 29<sup>th</sup> Annual Conference in Tucson, Arizona, on August 7, 2000. The mission of this association is to improve the quality of health care for American Indians and Alaska Natives. Claire Hamasu presented *Resources Supporting Evidence Based Care*, which included demonstrations of PubMed, and Heidi Sandstrom presented *The Internet Rx: Treating Patient Information Deficiencies*, highlighting MEDLINEplus.gov and ClinicalTrials.gov. The attendance at each of the sessions was very small due to the many sessions that were in competition with each other. The NN/LM Pacific Northwest Region exhibited at the conference.

### **Underserved Health Professionals**

- Claire Hamasu and Clair Kuykendall decided to gauge the idea of partnering with a Network Librarian to conduct outreach to health professionals in a local area. From a pool of librarians who responded to a listserv message sent to gauge regional interest in this approach, four were selected based on their county's rural location, the diversity of the population, and lack of other health information resources. Following phone conversations with the four librarians, the Underserved Counties pilot was initiated in Yavapai County, Arizona, partnering with Karen Fanning of the Verde Valley Medical Center (VVMC). At the end of August, Ms. Fanning arranged meetings with VVMC administration, Sedona Medical Center, the community college, the public health department, and the Yavapai Apache Nation. Ms. Kuykendall and Ms. Hamasu explained the goals of the project and ascertained whether the groups were interested in participating in training sessions covering NLM resources. VVMC volunteered their computer center as the training lab and all interested groups were contacted to set dates and times for training sessions. Because each group has unique information needs, PSRML staff decided to hold multiple separate sessions, rather than mixing the audiences. PSRML staff also learned that they would reach only half of the health professionals in the county through the training sessions in Verde Valley. The other central location for training is in Prescott on other side of Mingus Mountain. Meetings will be arranged with potential groups in Prescott at a later date.

### **Inner City Project**

- No Activity.

### **Internet Grateful Med and PubMed**

- Information on PubMed was included in the activities described in other parts of this Outreach Programs report.
- During the quarter PSRML staff provided feedback on several versions of the NLM Gateway.

## **Minority Institutions**

- No activity.

## **Exhibits**

- PSRML exhibited at the Association of State and Territorial Health Officials (ASTHO)/National Association of County and City Health Officials (NACCHO) meeting in July, the American Association of Diabetes Educators conference in August, and at the LA Times Festival of Health in September. Complete exhibit reports are included in Appendix D. At the Festival of Health, Heidi Sandstrom participated in an “eHealth” panel discussion. Other panelists were Mary Cain, a director at the Institute for the Future, and Dr. Douglas Bell, assistant professor in residence at the UCLA School of Medicine. Marta Waller, news anchor at a local television station, moderated the panel session, which was attended by about 40 people. Ms. Sandstrom’s presentation highlighted MEDLINE*plus* and other quality health web sites and addressed evaluation of Internet resources.
- Elaine Graham assisted with staffing the National Library of Medicine exhibit at the American Library Association Annual Meeting, July 8-11, 2000, in Chicago. Some booth visitors were confused about the content and intended audience for PubMed and MEDLINE*plus* – some thought that PubMed was the “public” version of MEDLINE and MEDLINE*plus* was the new, improved product for health professionals. Both public librarians and school librarians were appreciative of brief demonstrations of MEDLINE*plus* and *ClinicalTrials* after they understood that there was content useful for their patrons (and themselves).

## **Consumer Health Information Services Program**

- Second quarter project (5/1/2000 – 7/31/2000) reports were received from five regional libraries awarded funding for *Access to Electronic Health Information for the Public* projects. A first quarter report was received from Hawaii Medical Library, which was awarded funding later in the year. An overview of project accomplishments appears here, and the full reports appear in Appendix A.
  - **Arizona Health Sciences Library**  
During the second quarter, the web site infrastructure and back-end database to support CHILE’ was completed. Project staff are looking at options for incorporating a structured consumer health vocabulary into the web site and developing a FAQ log that can be accessed by others. Joyce Backus of NLM provided input on topic development for the web site. The first workshop has been developed and is based on three health scenarios. Eight sessions of this two-hour workshop will be taught from September 22 – November 10, 2000. Evaluation efforts include pre- and post-testing of workshop participants, and formative evaluation of the web site.

- **Hawaii Medical Library**  
 During the first quarter, the focus of activities was on planning and curriculum development. The Consumer Health Information Service (CHIS) of the Hawaii Medical Library and the Hawaii State Public Library System (HSPLS) held its first planning meeting for the purpose of reviewing grant activities and institutional responsibilities for performance of these activities and to establish objectives for the first quarter. A subsequent progress report meeting was held in July. All first quarter objectives were met by the end of the quarter. These included scheduling dates and sites for fall training, developing training curriculum and materials (to be completed during the second quarter), and distributing flyers to all HSPLS libraries. Evaluation of the workshops will be conducted during the second quarter.
- **Las Vegas-Clark County Library District/West Charleston Library.**  
 Enhancement of the Health web page continues; this page will become publicly accessible in the fall. Project staff attended two health fairs in May and developed a bookmark for the project to promote it. A train-the-trainer session was conducted for library staff in July and a survey was distributed to participants to evaluate the training. \$1,700 from the contract was spent to support electronic access to Ebsco's Alt-Health Watch; this figure is within the 5% allowable under the contract for collection development. Project staff will promote the project at the annual meeting of the Nevada Library Association in October 2000.
- **Planetree Health Resource Center**  
 During the second quarter of the project, the staff of PlaneTree, the Grail Community Resource Center, and the Gardner Family Health Network held strategic planning meetings. Library assistant and volunteer training sessions were conducted. Two positions (outreach librarian and Grail library assistant) were vacated during the quarter. As these positions are key to moving this project forward in a timely way, aggressive recruiting efforts are underway to fill them. The PlaneTree director, and staff and volunteers of PlaneTree and Grail, have assumed administrative, training, and other responsibilities of the project in the interim.
- **University of California, San Diego Biomedical Libraries/The Preuss School UCSD**  
 During the second quarter, development of the web sites continued, and the design and elements of the faculty curriculum were finalized. Approximately \$1,800 was spent on collection development (books) for the project; this figure is within the 5% allowable under the contract. The project programmer began work in June; all equipment has been purchased and installed.
- **ValleyCare Health Library**  
 During the second quarter, the composition of the project advisory committee was finalized. Although the resulting committee is smaller than envisioned, the smaller size has been more effective in furthering project goals. Project policies and procedures are being finalized. Local information resources are being identified and data is being gathered on these for the project database. Some collection materials have been purchased, and a site visit to a nearby resource center serving children with learning

disabilities has been done. The definition of “special needs” is being refined by the project librarian, following input from the advisory committee.

- The consumer health information pilot project conducted by the Del E. Webb Memorial Library, Loma Linda University, and jointly supported by PSRML and the California state Library, neared completion of the extended pilot project. An interim project report appears in Appendix B; the final report will be submitted next quarter.

**APPENDIX A**  
**Outreach Subcontracts**

# **HEALTH INFORMATION RESOURCES ON THE INTERNET**

**CALIFORNIA PACIFIC MEDICAL CENTER**

**SAN FRANCISCO, CALIFORNIA**

**PURCHASE ORDER NUMBER: 5415-G-BB515-00**

Name of Principal Investigator: Douglas L. Varner  
Health Sciences Library  
California Pacific Medical Center  
PO Box 7999  
San Francisco, CA 94120-7999  
415/923-3240 (Telephone)  
415/923-6597 (Fax)  
VarnerD@sutterhealth.org (E-mail)

Reporting Dates: 1<sup>st</sup> quarter – July 1, 2000 through October 31, 2000

Date Submitted: November 1, 2000

### **Administrative Activities:**

CPMC library staff and CHRC center library staff met on August 1<sup>st</sup>, 2000 to develop programming and to plan scheduling for the upcoming years program. Programs will begin in December 2000 and will continue through April 2001. Program flyers have been developed and a promotional story was written for a publication entitled **Partners** which has wide distribution among patients, members of the community and previous and potential donors to the CPMC Foundation. The promotional story is attached as a file and the promotional flyers will be mailed to PSRML offices.

[Draft of a story for publication in **Partners** -- story most likely will be edited.  
Publication planned for sometime in November]

### **Health Information on the World Wide Web**

The Community Health Resource Center (CHRC), in partnership with the Health Sciences Library at CPMC, is offering a series of classes designed to familiarize participants with basic techniques in electronic information retrieval and the use of the World Wide Web as a tool for locating health information resources. The courses in this series will be taught by Health Sciences Library staff. The first course consists of a 2-part lecture series providing an introduction to retrieving electronic resources on the Internet and will focus on 2 internet sites which provide significant health information: Medline Plus and PubMed, both produced by the National Library of Medicine. Subsequent courses in this series will focus on World Wide Web resources relevant to HIV, perinatal resources, senior health and women's health information. No computer is needed for attendance at these sessions. These courses are offered free of charge though a grant from the National Network of Libraries of Medicine, a program coordinated by the National Library of Medicine. Schedule is listed below. Please contact the Community Health Resource Center at 415/923-3155 to register.

#### **Introduction to Electronic Resources/PubMed/MedLine Plus:**

Wednesday, December 6th, 2000: 6:30 PM to 7:45 PM  
Wednesday, December 13th, 2000: 6:30 PM to 7:45 PM  
2333 Buchanan Street, Medical Conference Center, Lobby Level.

#### **HIV Resources on the Internet**

Wednesday, January 24th, 2001: 6:30 PM to 7:45 PM  
Davies Campus (tentative, please contact CHRC for further details).

#### **Health Information on the Internet for Seniors**

Tuesday, February 6th, 2001: 12:15 PM TO 1:30 PM  
Pacific Campus (tentative, please contact CHRC for further details)

#### **Perinatal Resources on the Internet**

Wednesday, February 21st, 2001: 6:30 PM to 7:45 PM



California Campus (tentative, please contact CHRC for further details)

**Women's Health Resources on the Internet**

Tuesday, March 20th, 2001: 6:30 PM to 7:45 PM  
2333 Buchanan Street (tentative, please contact CHRC for further details)

**Introduction to Electronic Resources/PubMed/MedLine Plus:**

Tuesday, April 24th, 2001: 6:30 PM to 7:45 PM  
Tuesday, May 1st, 2001: 6:30 PM to 7:45 PM  
Davies Campus (tentative, please contact CHRC for further details)

Attachment Insert #1

***“Los Banos House Calls”***

**Quarterly Report**

**Memorial Hospitals Association  
Modesto CA**

**And**

**Memorial Hospital, Los Banos  
Los Banos CA**

**Quarterly Report  
July – September, 2000**

P.O. # 5415-G-BB327-00  
Submitted by Nancy Mangum, MLS  
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Health Sciences Library and PC Resource Center  
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**Report 1, July – September, 2000  
Submitted 10/30/00**

## **Los Banos House Calls**

### **QUARTERLY REPORT**

**July – September, 2000**

#### **Number of Loansome Doc requests:**

None for this quarter.

#### **Setting up the project:**

The first quarter was spent fine tuning the grant application. Besides targeting the physicians at Los Banos for PubMed Training, it was decided to include other interested hospital health professionals as well.

As we received funding for the project at the end of the first quarter, I will use the outline provided and describe our experience to date in preparing to do the grant, rather than the actual implementation of it.

#### **Success stories:**

1. We are fortunate to have the full support of both our CEO, David Benn, and our VP for Human Resources, Susan Donker in Modesto; and also that of VP/Chief Operating Office of Memorial Hospital, Los Banos, Paul Dyer. Karen Norris, Medical Staff Coordinator at Los Banos, has taken a leading role in doing some groundwork among the physicians in building enthusiasm for the project, publicizing it, and getting usernames and passwords for the physicians so that they can have access to the Sutter internet system.
2. We are also fortunate to have had a great deal of cooperation from the Memorial Hospitals Association Information Systems Department. Bear Anderson, liaison to Los Banos, set up computer access in the Physicians' Lounge and in the Library/Conference Room area. All of these are equipped with Windows and Internet Explorer. There is a laser printer as well. There is an Information Systems contact person at Los Banos, Richard Cruse, who is very helpful.
3. Michael Dickey, Library Assistant, has worked on instructional tools to use. Trish Broley, Library Assistant, has worked on a handout for

Loansome Doc. It consists of the signup form, indicating how to fill it out so those requests will be routed to us in a way we can best utilize.

### **Impact of Information**

1. Physicians at Los Banos have been concerned that they do not have as ready an access to medical information as they would like, due to the location of the facility. Access to information will add to their knowledge, be useful in preparing talks and C.E. events, be helpful in emergencies, and widen the scope of what is available and what is known to be available and current. The patient information available through MEDLINEplus should be very useful.
2. JCAHO requires ready access to information. Although physicians can, and do, call the Library at Memorial in Modesto, they do not always think to do so; this will give them a ready access on their own, plus have the added benefit of giving the Library a more prominent place in their way of practicing and becoming more of a habit.

### **Problems**

We have not encountered problems; however, we did have to insure that there *was* a setup in Los Banos that would always be accessible to physicians and staff. Our Information Systems Department here went down to make the installation, put Explorer on it (all our teaching tools are geared toward Explorer), and make sure everything worked. Michael Dickey from the Library went down again last week to update the Library collection, and he tested everything while he was there.

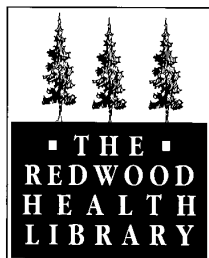
### **Administrative Activities**

1. The project was outlined to the Library Assistants here. Assignments were made for development of support material.
2. Contacts were made with Karen Norris in Los Banos for procedural matters, such as user names and passwords.
3. Contacts were made with Information Systems to set up equipment and software at Los Banos.
4. Contacts were made with our Accounting Department to set up our account with UCLA. A process was set up for billing.

5. A contact was made with Rebecca Davis, University of California, Davis, Outreach Librarian, who had done a similar “HouseCalls” program at UC Davis.
6. An article appeared in “News for Physicians” here at Memorial in Modesto, describing the project.
7. The same article appeared in the Los Banos physician and staff newsletter.
8. An article describing our grant, as well as the grants from two other Sutter facility libraries (California Pacific Medical Center in San Francisco and Sutter Resource Library in Sacramento) were sent to “Inside SutterHealth,” a publication of SutterHealth that goes to all employees.

### **Next Quarter**

1. Meet with Rebecca Davis to brainstorm and learn from her experience with a HouseCalls program.
2. Develop and send out publicity from our Library to physicians and professional staff at Los Banos.
3. Set up appointments for House Calls.
4. Start House Calls sessions.



a project of the Petaluma Health Care District

## Redwood Health Library's Internet HealthQuest First Quarter Report -- July - September 2000

### Purchase Order 5415-G-BB350-00

submitted by Eris Weaver, MLIS  
October, 2000

Redwood Health Library  
314 Western Avenue  
Petaluma, CA 94952  
707-795-2157

## **Number of Loansome Doc requests: 15**

### **Success Stories:**

On September first, we announced the availability of Loansome Doc services. The response started slowly but has been building. There were a total of fifteen requests throughout the month. This may not seem like a lot, but consider that last year we averaged only six Docline requests per month! A side effect has been an increase in the number of regular Docline requests that we receive. Some folks found the Loansome Doc registration procedure difficult, and ended up requesting articles over the phone or in person.

On September 22, I gave a 90 minute training session to a senior citizens computer users group at the Petaluma campus of Santa Rosa Junior College. The seventeen seniors in attendance varied widely in their level of computer and Internet expertise, which was a pedagogical challenge. They were very interested and attentive and asked great questions. Since then, two of them have corresponded with me via email; one was looking for directories of assisted living facilities and another wants to come volunteer at our library!

### **Impact of Information:**

One of the seniors who attended has used what she learned to research assisted living and other housing options. Two of them are current library volunteers, and have said that they now feel much better equipped to assist patrons in their own searches.

### **Problems:**

At this point in the project scheduling has been the main challenge, with many contacts either away on vacation or busy gearing up for the beginning of the school year. I was particularly disappointed not to get a more enthusiastic response from the Petaluma Health Center staff. I anticipate much more activity in the next quarter.



### **Administrative Activities:**

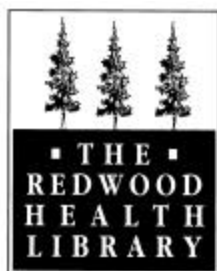
- July 7 Mailed letter (attached) to potential partners: Petaluma Regional Library, PetalumaNet, Petaluma Adult School, Petaluma Health Center
- July 17 Met with Bill Hammerman of PetalumaNet/Petaluma CyberCity Roundtable to discuss partnering ideas. Bill teaches computer classes for seniors at Santa Rosa Junior College's Petaluma campus, and also facilitates the Senior PC SIG. He suggested that I do the September program for the Senior SIG, and will talk to his colleagues at the JC to see if there's interest in a class there. (not do-able until spring semester) He suggested several other community groups, some of which I have already contacted (school district, adult school, community cable access) and some I have not (Boys & Girls club, PetalumaTV). He gave me good contacts for many of these groups, and info on who has computer labs & how many workstations they have. I will also be able to publicize ALL the workshops via PetalumaNet's Website and email lists.
- July 21 Telephone conversation with Paul Eelkema, principal of Petaluma Adult School. Discussed procedures for submitting proposals for classes; he is very supportive. Has two computer labs, one with 12 and one with 15 workstations; all have Internet access. For spring, am and early afternoons are open, Saturdays are open. The spring catalog gets put together in October. (Fall catalog is already at printer.) Catalog gets sent to 28,000 residents of Petaluma and Penngrove. I will write up a proposal, class description etc. and send to him by end of summer.
- Sept 11 Sent class proposal to Petaluma Adult School
- Sept 12 Presentation to Petaluma Health Center staff
- Sept 13 Sent press release re: grant to local press
- Sept 13 CyberCity Roundtable meeting; discussed grant and asked for suggestions/contacts/etc. Carl Wong of school district suggested I get on agenda for school principals/superintendents meeting
- Sept 20 Discussed computer needs with Sue Haseltine of Crocker Networking; she will prepare and fax bid
- Sept 20-21 Spoke to four 10<sup>th</sup> grade Human Interaction classes about RHL services, Internet issues, and volunteer opportunities (~120 students); chatted with school nurse
- Sept 22 Gave 90 minute training session at Senior PC SIG, SRJC - Petaluma campus. 17 in attendance. Great response, lots of questions.

**Activities for Next Quarter:**

- ◆ Workshop for public librarians October 16
- ◆ Work with Petaluma Adult School principal to schedule more training sessions
- ◆ Install and configure new computer workstation

**Attachments:**

- ◆ Reimbursement request
- ◆ Letter sent to potential partners
- ◆ Outreach Reporting Form for September 22 training session
- ◆ Press releases and news coverage
- ◆ Packet given out at training session



January 8, 2001

«FirstName» «LastName»  
«Company»  
«Address1»  
«Address2»  
«City», CA «PostalCode»

Dear «FirstName»:

The Redwood Health Library has recently been awarded a Year 2000 Outreach Award from the National Network of Libraries of Medicine. The purpose of this grant is to improve community access to health information, in partnership with other community organizations. The «Company» would seem to be a natural partner in achieving this goal.

As part of this grant project, I am preparing training sessions on how to use the National Library of Medicine databases (Medline, Medline Plus, etc.) and other quality Internet health information sources. I would like to talk with you further about how I can make these work most effectively for YOU and the population(s) you serve. That might mean doing a session for some of your staff, or using your facility to do a class for the public. I'm sure you have other ideas.

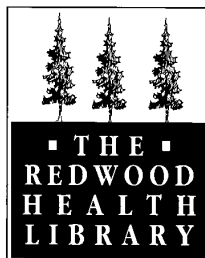
Many Redwood Health Library users come in after having already tried to research their medical questions on the Internet and becoming frustrated in the process. While there is much good information on the Internet, there is also much that is inaccurate and outdated; as more and more people turn to this new medium for health-related information, this lack of quality control can be frustrating at best and dangerous at worst. The average consumer does NOT know how to efficiently find the most accurate information. While I do a lot of one-on-one instruction with patrons who come into my library, I think I can reach more consumers by holding larger training sessions as well by training other folks who are in positions where they help instruct and guide consumers: public librarians, health educators, school nurses & librarians, health sciences teachers, etc.

I will be calling you in the next few weeks to discuss these ideas further. Or you can feel free to call me at 778-9114. I look forward to talking with you!

Sincerely,  
Eris Weaver, MLIS  
Medical Librarian

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
<b>1. DATE OF ACTIVITY:</b> September 22, 2000			
<b>TYPE OF ACTIVITY:</b> <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) _____ <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
<b>3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:</b> Santa Rosa Junior College, Petaluma Campus, Senior Computer Users Group			
<b>4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:</b> Redwood Health Library			
<b>5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:</b> PetalumaNet			
<b>6. LOCATION WHERE ACTIVITY OCCURRED</b> Santa Rosa Junior College, Petaluma Campus			
<b>A. CITY</b> Petaluma		<b>B. STATE</b> CA	
<b>C. ZIP CODE</b> 94954		<b>D. COUNTY</b> Sonoma	
<b>E. CONGRESSIONAL DISTRICT</b> 6		<b>7. LENGTH OF ACTIVITY</b> 1.5 hours	
<b>8. HANDS ON PRACTICE</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		<b>9. CEU</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <b>CME</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
<b>10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (&gt;50%)</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		<b>11. NUMBER OF PERSONS WHO ATTENDED:</b> 17	
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED</b> *	<b>UNKNOWN</b>
Senior citizens		17	
UNIDENTIFIED HEALTH PROFESSIONS			
<b>TOTAL</b>		17	

**12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:**  
 Eris Weaver, MLIS phone 707-778-9114 fax 707-765-2076 email erisw@phcd.org



a project of the  
Petaluma Health Care District

**FOR IMMEDIATE RELEASE**

September 13, 2000

**CONTACT:**

Eris Weaver 778-9114

**REDWOOD HEALTH LIBRARY RECEIVES GRANT FOR  
OUTREACH**

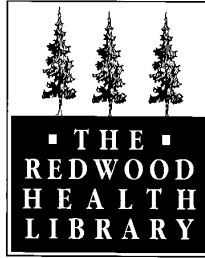
The Redwood Health Library has recently been awarded a Year 2000 Outreach Award from the National Network of Libraries of Medicine. The purpose of this \$3500 grant is to improve community access to health information in partnership with other community organizations.

The grant will allow the Library to purchase another public access computer and to offer training sessions on how to use the National Library of Medicine databases and other quality health information sources. In addition to holding classes for the public, Redwood Health Library staff will share information with others who help instruct and guide consumers: public librarians, health educators, school nurses & librarians, health sciences teachers, etc.

Many Redwood Health Library users come in after having already tried to research their medical questions on the Internet and becoming frustrated in the process. While there is much good information on the Internet, there is also much that is inaccurate and outdated; as more and more people turn to this new medium for health-related information, this lack of quality control can be frustrating at best and dangerous at worst. Library staff can help direct users to information sources that are current and accurate, whether online or on the bookshelf.

If you are interested in a class for yourself or your organization, contact Eris Weaver at the Redwood Health Library at 778-9114.

###



a project of the  
Petaluma Health Care District

**FOR IMMEDIATE RELEASE**

August 15, 2000

**Eris Weaver, 778-9114**

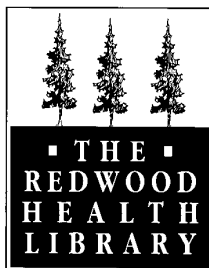
Medical Librarian

**REDWOOD HEALTH LIBRARY EXPANDS INTERNET SERVICES**

The Redwood Health Library has recently expanded its services to include online ordering of medical articles, using the National Library of Medicine's Loansome Doc service.

MEDLINE, the National Library of Medicine's database of medical literature, has been available to the public at no cost for some time now; however, obtaining full-text copies of the actual articles found in a MEDLINE search has been difficult for those who do not have access to a sizeable medical library. Now, after completing an online registration form, Internet MEDLINE users can order these articles easily by checking the desired articles and then clicking on an "Order" button. The articles will be mailed from the Redwood Health Library; if they are not available locally, they will automatically be obtained from another member of the National Network of Libraries of Medicine. The charge for this service is \$8 per article for Redwood Health Library members and \$12 for nonmembers.

For more information, see the Library's Website at <http://www.phcd.org/rdwdlib.html> or call librarian Eris Weaver at 778-9114.



## FINDING MEDICAL INFORMATION ON THE INTERNET

**presented September 2000 by Eris Weaver, MLIS**

Redwood Health Library

with funding from the National Network of Libraries of Medicine

Have you ever tried to research a health issue on the Internet? Were you overwhelmed by the amount of information on your topic -- or did you find nothing at all? Could you be sure that what you found was truly accurate and up-to-date? Surveys indicate that anywhere from 45% to 86% of Internet users search for health information; 50% say that they trust the information and advice they find there. But research on the quality of medical information found via common Internet search engines indicates that much is inaccurate, incomplete, out of date, or even dangerous. In this class, we will visit some of the most easily accessible and accurate health Websites as well as discuss criteria for evaluating the quality of health information found on other sites.

Eris Weaver is a medical librarian, Webmaster, and manager of the Redwood Health Library. She can be reached at 707-778-9114 or by email at [erisw@phcd.org](mailto:erisw@phcd.org).

- I. Introduction
- II. Demonstration of specific health sites, and how to search them most effectively
  - A. MEDLINEplus (<http://medlineplus.gov>)
  - B. Internet Grateful Med (<http://igm.nlm.nih.gov>)
  - C. Merck Manual ([http://www.merck.com/pubs/mmanual\\_home](http://www.merck.com/pubs/mmanual_home))
  - D. Redwood Health Library (<http://www.phcd.org/rdwdlib.html>)
- III. Criteria for evaluating the quality of health-related Websites
  - A. Authority and credentials of author/creator/sponsor
  - B. Purpose of site (commercial, educational, etc.)
  - C. Currency -- frequency of updates
  - D. Accuracy of information
- IV. Questions

# MEDLINEplus.gov

## Consumer Health Information from the National Library of Medicine



MEDLINEplus is a gold mine of up-to-date, quality health care information from the world's largest medical library, the National Library of Medicine in Bethesda, Maryland.

Its emphasis is on organizing the full-text publications produced by the NIH Institutes and other federal government organizations. It also links to other web sites, using the following selection guidelines:

### Quality, authority and accuracy of content

- ♦ The source of the content is established, respected and dependable. A list of advisory board members or consultants is published on the site.
- ♦ The information provided is appropriate to the audience level, well-organized and easy to use.
- ♦ Information is from primary resources (i.e., textual material, abstracts, web pages).
- ♦ Lists of links are evaluated/reviewed/quality-filtered.
- ♦ The purpose of the web page is educational and is not selling a product or service. Most content is available at no charge.

### Availability and maintenance of the web page

- ♦ The web site is consistently available.
- ♦ Links from the site are maintained.
- ♦ The source for the contents of the web page(s) and the entity responsible for maintaining the web site (webmaster, organization, creator of the content) is clear.
- ♦ Information is current or an update date is included.

### Special features

- ♦ The site provides unique information to the topic with a minimum of redundancy and overlap between resources.
- ♦ The site contains special features such as graphics/diagrams, glossary, or other unique information.
- ♦ The content of the site is accessible to persons with disabilities.



## INFO ON DISEASES AND DISORDERS





## Drug Information

A guide to more than 9,000 prescription and over-the-counter medications provided by the United States Pharmacopeia (USP) in the USP DI® and Advice for the Patient®. \*

Browse by first letter of generic or brand name drug:

A-Am	An-Az	B	C-Ch	C-Cz	D-Dh	Di-Dz
E	F	G	H	I-J	K-L	M-Mh
M-Mz	N-Nh	Ni-Nz	O	P-Pi	Ps-Pz	Q-R
S-Sn	So-Sz	T-To	Tp-Tz	U-V	W-Z	0-9

For additional information about drug use, see the MEDLINEplus [About Your Medicines](#) page

For newly approved drugs, see [Consumer Drug Information](#) from the Food and Drug Administration

For drugs in clinical research studies, see [ClinicalTrials.gov](#)

Search [MEDLINE](#) for specific research articles on your drug

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## PRESCRIPTION AND OVER-THE-COUNTER DRUGS



## Dictionaries

### General Dictionaries

- [Glossary](#) (Office of Rare Diseases)
- [Merriam-Webster Medical Dictionary](#) (Intelli-Health, Inc.)
- [Multilingual Glossary of Technical and Popular Medical Terms in Eight European Languages](#) (European Commission) - Danish, Dutch, English, French, German, Italian, Portuguese, and Spanish
- [On-line Medical Dictionary](#) (CancerWEB)
- [PharmInfoNet Glossary](#) (Pharmaceutical Information Associates, Ltd., VirSci Corporation) - part of Pharmaceutical Information Network

### Lists of Dictionaries

- [Medical Dictionaries & Glossaries](#) (Jim Martindale)
- [Medical Dictionaries: Medical & Biological](#) (World Health Organization)
- [MEL-Michigan Electronic Library List of Online Health and Medical Dictionaries](#) (Michigan Electronic Library)
- [StudyWeb: Reference: Medical Dictionaries](#) (American Computer Resources, Inc.)
- [Web of Online Dictionaries](#) (Bucknell University)

## LINKS TO ONLINE DICTIONARIES



## Directories

### Physicians and Other Health Professionals

- [ADA Member Directory](#) (American Dental Association)
- [AMA Physician Select: Online Doctor Finder](#) (American Medical Association)
- [American Chiropractic Association - Find a Doctor](#) (American Chiropractic Association)
- [American Podiatric Medical Association: Member Locator](#) (American Podiatric Medical Association)
- [Certified Doctor Service](#) (American Board of Medical Specialties) - verification and search service for Board certified physicians.
- [DocFinder](#) (Association of State Medical Board Executive Directors) - health professional licensing listings by state.
- [Find a Psychologist](#) (American Psychological Association)
- [Osteopathic State & Regional Associations](#) (American Osteopathic Association)

### Hospitals and Other Health Facilities

- [American Hospital Directory](#) (QuadraMed Corporation) - from information obtained from the Health Care Financing Administration
- [Facilities Directory: Veterans Health Administration](#) (Veterans Health Administration)
- [Find A Hospice](#) (National Hospice and Palliative Care Organization)
- [Finding an Assisted Living or Residential Care Facility](#) (American Health Care Association, National Center for Assisted Living)
- [HCFA - Nursing Home Compare](#) (Health Care Financing Administration)
- [Hospital Select](#) (American Medical Association, Medicines, Inc.)
- [HospitalWeb](#) (Massachusetts General Hospital, Dept. of Neurology) - directory of hospital web pages by country and state.
- [Quality Check](#) (Joint Commission on Accreditation of Healthcare Organizations) - online directory of nearly 18,000 healthcare organizations.
- [Substance Abuse Treatment Facility Locator](#) (Substance Abuse and Mental Health Services Administration)

## DIRECTORIES OF PHYSICIANS, HOSPITALS, ETC.



## Other Resources

### Organizations

A collection of organizations providing health information

### Libraries

Consumer health libraries providing services to local residents

### Publications/News

Read these publications for health news and articles

### Databases

Resources beyond MEDLINEplus covering special topics and collections

### MEDLINE

MEDLINE is the National Library of Medicine's database of references to more than 11 million articles published in 4300 biomedical journals. When you search MEDLINE:

- You will find information about articles on your topic (the author, title of the article, name of the journal, date published, page numbers)
- Many of the listings also have short summaries of the article (abstracts)
- Sometimes you will find a link to the full article

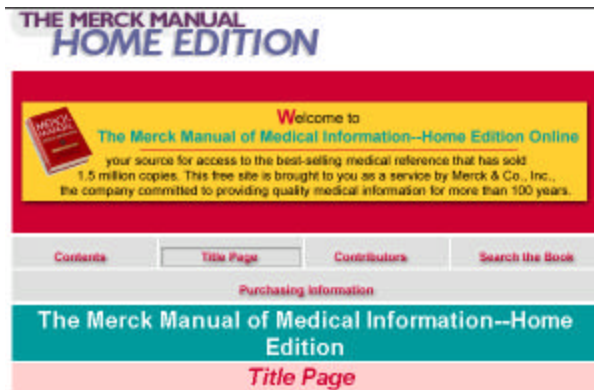
Please note that most of the articles you will find listed in MEDLINE are written for health professionals. Articles are for educational use only and are not intended to replace advice from a health professional.

## DIRECTORIES OF HEALTH-RELATED ORGANIZATIONS AND HEALTH LIBRARIES

## LINKS TO OTHER HEALTH-RELATED PUBLICATIONS AND DATABASES

# Merck Manual Home Edition a medical encyclopedia

[http://www.merck.com/pubs/mmanual\\_home](http://www.merck.com/pubs/mmanual_home)



- The *Merck Manual* has been a standard medical reference text for years; the *Merck Manual Home Edition* contains the same information as its clinical counterpart, but is written for the layperson.

The entire text is available on Merck's Website.



One way to access the Manual is to browse the table of contents. Information is arranged by body system and general disease type.

<a href="#">Corrections and Late-breaking Important Information</a>	
<b>Front Matter</b> <a href="#">Preface</a> <a href="#">Editors and Editorial Board</a> <a href="#">Consultants</a> <a href="#">Contributors</a> <a href="#">Editorial and Production Staff</a> <a href="#">A Guide for Readers</a> <a href="#">Understanding Medical Terms</a>	<b>Section 13. Hormonal Disorders</b> <a href="#">143. Endocrine System and Hormones</a> <a href="#">144. Pituitary Gland Disorders</a> <a href="#">145. Thyroid Gland Disorders</a> <a href="#">146. Adrenal Gland Disorders</a> <a href="#">147. Diabetes Mellitus</a> <a href="#">148. Hypoglycemia</a> <a href="#">149. Multiple Endocrine Neoplasia Syndromes</a> <a href="#">150. Polyglandular Deficiency Syndromes</a> <a href="#">151. Carcinoid</a>
<b>Section 1. Fundamentals</b> <a href="#">1. Anatomy</a> <a href="#">2. Genetics</a> <a href="#">3. The Aging Body</a> <a href="#">4. Death and Dying</a>	<b>Section 14. Blood Disorders</b> <a href="#">152. Biology of Blood</a> <a href="#">153. Blood Transfusion</a> <a href="#">154. Anemias</a> <a href="#">155. Bleeding Disorders</a> <a href="#">156. White Blood Cell Disorders</a> <a href="#">157. Leukemias</a> <a href="#">158. Lymphomas</a> <a href="#">159. Plasma Cell Disorders</a> <a href="#">160. Myeloproliferative Disorders</a> <a href="#">161. Spleen Disorders</a>
<b>Section 2. Drugs</b> <a href="#">5. Overview of Drugs</a> <a href="#">6. Drug Administration, Distribution, and Elimination</a> <a href="#">7. Pharmacodynamics</a> <a href="#">8. Factors Affecting Drug Response</a> <a href="#">9. Drugs and Aging</a> <a href="#">10. Adverse Drug Reactions</a> <a href="#">11. Compliance With Drug Treatment</a> <a href="#">12. Generic Drugs</a> <a href="#">13. Over-the-Counter Drugs</a>	<b>Section 15. Cancer</b> <a href="#">162. Causes and Risks of Cancer</a> <a href="#">163. Cancer and the Immune System</a>
<b>Section 3. Heart and Blood Vessel Disorders</b> <a href="#">14. Biology of the Heart and Blood Vessels</a> <a href="#">15. Diagnosis of Heart Disease</a>	

## THE MERCK MANUAL HOME EDITION

<a href="#">Contents</a>	<a href="#">Title Page</a>	<a href="#">Contributors</a>	<a href="#">Search the Book</a>
Purchasing Information			
<b>The Merck Manual of Medical Information--Home Edition</b>			
<a href="#">Search the Book</a>			

This search engine helps you to quickly retrieve specific information from *The Merck Manual--Home Edition*. Type the word or term you want to search on and press the "Submit Search" button. Search results are displayed in decreasing order of relevance.

[Submit Search](#)

### Tips:

- Enclose multiple-word terms in quotes. Example: "heart failure"
- Use plus signs (+) to include information. Example: +asthma +treatment
- Use a minus sign (-) to exclude information. Example: asthma -treatment
- Make sure the word or term is spelled correctly.
- Use the correct case. For example, searching on "heart failure" will find all uses of the term, while searching on "Heart Failure" will find only those instances where the words begin with a capital letter.
- Try synonyms and variations of words. Example: health care and healthcare

It is also possible to search the entire book by typing search terms into the search box.

## SEARCH

Our search engine assists you in quickly retrieving specific information from Merck.com. Type the desired keyword or concept in the window below and press the "Search" button. This generates a list of results pertaining to your subject, displayed in decreasing order of relevance.

[Start new search](#) [Search these results](#)

### Search:

[seek](#)

[Advanced](#)

**Tip:** You can use + in front of a term to require it.

**Results for: macular degeneration**

13 results found,  
sorted by relevance

[sort by date](#)

[hide summaries](#)

1-10 ▶

### [THE MERCK MANUAL--Home Edition, Sec. 20, Ch. 225, Retinal Disorders](#)

The retina is the light-sensitive membrane on the inner surface of the back of the eye. The optic nerve extends from the brain to about the center of the retina and then

81%  
27 Jul 00

[Find](#)  
[Similar](#)

\*\*\*  
[http://www.merck.com/pubs/mmanual\\_home/sec20/225.htm](http://www.merck.com/pubs/mmanual_home/sec20/225.htm) -  
size 21.3K

Note the relevance ranking in the search results.

## HOW TO DO A SEARCH

### How do I find articles about a disease or condition?

Please be aware that it is not the intention of the National Library of Medicine (NLM) to provide specific medical advice, but rather to provide users with access to sources of information to better understand their health and their diagnosed disorders. Specific medical advice cannot be provided; NLM urges you to consult a qualified healthcare professional for answers to your personal questions. NLM does not have pamphlets or other materials to mail.

The National Library of Medicine provides access to its MEDLINE database FREE of charge on the World Wide Web so you can conduct your own research. NLM's MEDLINE database has more than 9 million references to articles published in 3,900 biomedical journals. From IGM, to retrieve citations to articles discussing a specific disease or condition follow the steps below.

### A Simple IGM Search:

Select the MEDLINE database. You will be shown the Internet Grateful Med Search Screen for MEDLINE. There is a row of action buttons across the top. Below that in an area marked "Enter Query Terms" is a set of three empty text boxes where you can enter words or phrases to search on. Whatever you enter in those boxes can be searched as subject (the default), as author name or as text word in title. The box with the default "Subject" on it is a pull-down menu -- click the mouse button on it to open it up.

At the lower part of the screen is an area marked "Apply Limits". This area also contains pull-down menus in their default state. Open them up to see your options. Limits are very useful when a search is conceptually on target but is retrieving too much information because there is so much in MEDLINE.

1. Enter your search term(s) in the IGM query box (e.g., *rheumatoid arthritis*) and click on the Perform Search button.
2. IGM will display an initial batch of citations. From this page, the IGM Search Results Screen, you can browse the results to determine which citations you may want to display with their abstracts or view in full-text on a publisher's site. In addition, if you find one citation that is "on-target," the Related Articles link is a superb way to retrieve additional articles closely related to the "on-target" one.

### How do I search by the author of an article?

To search for a particular author, enter the last name followed by initials (example: Lindberg DA). If the author name has multiple words, enter the last name followed by a comma and initials.

examples:

de la Llera-Moya, M  
von Heijne, G

You may enter only the first initial if you don't know the middle initial, but your retrieval will not be as precise.

For the MEDLINE database, please note that the IGM Results Screen displays only the first author of each citation. To review a complete list of authors for an individual citation, use the Full Citation button. To review a complete list of authors for multiple citations, click on the check box to the left of the title for each of the citations you're interested in, then use the Fetch for Display button. To download records containing all the author names, use one of the two long record formats.

For the databases other than MEDLINE, the complete list of authors is displayed on the IGM Results Screen and included in all download formats.

---

### **How do I search a database other than MEDLINE?**

At the left of the IGM opening screen is a list of the 15 databases available to you through IGM. MEDLINE, the most heavily used, is first on the list. To search in another database, just select it by name from that column. If you are already at an IGM Search Screen, you can change databases by selecting the Other Databases button at the top of the screen. A list of the databases available through Internet Grateful Med will be shown.

You may click the information icon next to a database name if you want a brief description of the database subject, coverage, update frequency, special features and other information. To select a different database, just click on its name. You will be presented with a new Internet Grateful Med Search Screen specific to that database. If you already had entered a query on a previous Search Screen, IGM transfers as much of that information as it can to the new Search Screen so you do not have to reenter it. The Limits section of the Search Screen changes as appropriate to the characteristics of the new database.

### **How do I use the Metathesaurus?**

NLM's Unified Medical Language System (UMLS) Metathesaurus can be an extremely useful way to find a Medical Subject Heading (MeSH) term for a particular concept or to retrieve a relevance-ranked list of related concepts. Enter a query term in a text box on the IGM Search Screen, then click on the Find MeSH/Meta Terms button at the top of the screen. A list of concepts from the UMLS Metathesaurus which are related to your query term will be presented.

To view more information about one of those concepts, click on its hyperlink. To select one or more concepts and add it or them to the query terms on your Search Screen, click the check box or boxes to the left of the concept(s) and click the Continue formulating search button. On the next screen, the IGM Major Topic and Concept Qualifier Screen, you are given a check box which can limit retrieval only to citations for which that term was a major topic of the article. On that screen you can also add subheadings as qualifiers of a term by clicking on the Select qualifiers to focus search button. When you are done, click on the Return to Search Screen button, then select Perform Search.

More detailed information on the use of the Metathesaurus is available.

---

## Printing and Saving

### **How do I get IGM to display more citations per page?**

IGM performs your search and displays initial results in brief citation format on the IGM Results Screen. The default is to display twenty citations per page for MEDLINE, and eight per page for all other databases. The number of citations per page cannot be changed in the current version of IGM.

Users may select articles from multiple pages and use Fetch for Display for viewing or printing citations or Download to Disk for saving citations.

---

### **What is Fetch for Display?**

Fetch for Display allows you to view full records, including abstracts when available, for up to 150 citations at one time. Mark the check box to the left of the citation on the IGM Results Screen for each citation you want displayed, then select the Fetch for Display button. The full records of all the citations you selected will be shown consecutively. You may print the full records using the print function of your web browser. To download the results, select the Return to Results button and then the Download to Disk button.

To view a single full citation in MEDLINE, click on the Full Citation button on the IGM Results screen. To view a single full citation in any of the other databases, hyperlink on the title of the citation.

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### **How do I print?**

To print one full citation, click on the Full Citation button on the IGM Results screen (for MEDLINE) or hyperlink on the title (for all other databases). To print multiple citations, use the Fetch for Display function and then print them. Fetch for Display allows you to view full records, including abstracts when available, for up to 150 citations at one time. Mark the check box to the left of the citation on the IGM Results Screen for each citation of interest, then select the Fetch for Display button.

To print the citation or citations being displayed, select the Print function from your web browser's File Menu or click on the Print icon of your browser. Please note that printing is a function of your web browser itself, not of Internet Grateful Med.

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### **How do I download to disk?**

Instructions for downloading and saving all citations or only selected citations from your retrieval are shown below:

#### ***SAVE SELECTED CITATIONS***

1. To save several documents at once, select the documents you wish to save by clicking in the checkbox to the left of each desired citation. You may continue from one page of results to the next using the Next Records button.
2. When you have completed checking your selections, click on the Download to Disk button.
3. Change the download action radio button to the "Download only the records you have selected on the Results Screen or screens" option.
4. Choose the level of detail desired, and click on the Prepare Download button. Please note that large numbers of records or moderate numbers of long records may take a long time - perhaps many seconds - to download. Please be patient, and let the process go to completion.
5. Choose the format option desired. Select IGM format for an easy to read output, and tagged MEDLARS format for importing into a bibliographic management program.
6. Click on the Download Now button. On a PC, a Save As... pop-up window will appear, allowing you to name the file and specify the disk directory. Change the File name and Save in directory as desired, and click on the Save button.  
Please note that Microsoft Internet Explorer is different from Netscape and other browsers. Internet Explorer will display the download as text in your browser window, leaving you to save it yourself by using Internet Explorer's "File ... Save As" command.  
NOTE: If you are using a web browser on a Macintosh or other computer and are having difficulty saving citations, please feel free to contact us.



## ***SAVE ALL CITATIONS***

1. From the IGM Results Screen, click on the Download to Disk button.
2. The default number of records to be downloaded is the first 100 records or all the records, whichever is less. You may change the number of records to be downloaded if you wish. The maximum number of records you can download at one time is 1000.
3. Choose the level of detail desired, and click on the Prepare Download button. Please note that large numbers of records or moderate numbers of long records may take a long time - perhaps many seconds - to download. Please be patient, and let the process go to completion.
4. Choose the format option desired. Select IGM format for an easy to read output, and tagged MEDLARS format for importing into a bibliographic management program.
5. Click on the Download Now button. On a PC, a Save As... pop-up window will appear, allowing you to name the file and specify the disk directory. Change the File name and Save in directory as desired, and click on the Save button.  
Please note that Microsoft Internet Explorer is different from Netscape and other browsers. Internet Explorer will display the download as text in your browser window, leaving you to save it yourself by using Internet Explorer's "File ... Save As" command.



# **10 THINGS TO KNOW ABOUT EVALUATING MEDICAL RESOURCES ON THE WEB**

The number of Web sites offering health-related resources grows every day. Many sites provide valuable information, while others may have information that is unreliable or misleading. This short guide contains important questions you should consider as you look for health information online. Answering these questions when you visit a new site will help you evaluate the information you find. You should be able to quickly find the essential information on each site that allows you to evaluate the resource, and you should be able to quickly decide whether the site will be useful for you. We will be adding a list of additional reading if you want to know more.

## **1. Who runs this site?**

Any good health-related Web site should make it easy for you to learn who is responsible for the site and its information. On cancerTrials, for example, the National Cancer Institute is clearly marked on every major page of the site, along with a link to the NCI homepage. You shouldn't have to be a cyberdetective to figure this information out.

## **2. What is the purpose of the site?**

This is related to who runs the site, and who pays for the site (see #8 below), but it should be clearly stated; look under "About this site," or "Mission Statement," which are common titles for this type of information. If the purpose of the site is not to provide unbiased and accurate health information, you should be particularly careful about how you evaluate what you are reading.

## **3. Where does the information come from?**

Many health/medical sites post information collected from other Websites or from offline sources. If the person or organization in charge of the site did not create the information, the original source should be clearly labelled.

## **4. What is the basis of the information?**

In addition to identifying who wrote the material you are reading, the evidence that material is based on should be provided. Medical facts and figures should have references (such as an article in a medical journal or the consensus of a meeting of experts reviewing research evidence); opinions or advice should be clearly set apart from information that is "evidence-based" (that is, based on research results).

## **5. How is the information selected?**

Is there an editorial board? Do people with excellent medical qualifications review the material before it is posted?

## **6. How current is the information?**

Web sites should be reviewed and updated on a regular basis. This information should be presented on each major page ("this page last updated on 7/9/99"). It is particularly

important that medical information be current, and that its most recent update or review date is clearly posted. Even if the information has not changed, you want to know that the site owners have reviewed it recently to ensure that it is still valid.

### **7. How does the site choose links to other sites?**

Web sites usually have a policy (often unstated) about how they establish links to other sites. Many medical sites take a conservative approach and don't link to any other sites, while some link to any site that asks, or pays, for a link.

### **8. Who pays for the site?**

It costs money to run a Web site. Although some Web sites are labors of love, most have an outside source of funds, and, again, this should be clearly presented on the site. For example, Web addresses ending in ".gov" denote a federal government-sponsored site. You should know how the site pays for its existence; does it sell advertising? Is it sponsored by a drug company? The source of funding can affect what content is presented, how the content is presented, and what the site owners want to accomplish on the site.

### **9. What information about you does the site collect, and why?**

Web sites routinely track the paths visitors take through their sites to determine what pages are being used. However, many health websites ask for you to "subscribe" or "become a member." In some cases this may be so that they can collect a user fee (see #8) or select information for you that is relevant to your concerns; in all cases this will give the site personal information about you. Any credible health site asking for this kind of information should tell you exactly what they will and will not do with it. Many commercial sites sell "aggregate" data about their users to other companies -- information such as what percentage of their users are women with breast cancer, for example. In some cases they may collect and reuse information that is "personally identifiable," such as your zip code, gender, and birth date. Be certain that you read and understand any "privacy policy" or similar language on the site, and don't sign up for anything that you are not sure you fully understand.

### **10. How does the site manage interactions with visitors?**

There should always be a way for you to contact the site owners with problems, feedback, and questions, and someone should respond to your messages in a timely way. If the site hosts chat rooms or other online discussion areas, it should tell visitors what the terms of using this service are; is it moderated? If so, by whom, and why? It is always a good idea to spend time reading the discussion without joining in, so that you feel comfortable with the environment before becoming a participant.

<http://cancertrials.nci.nih.gov/beyond/evaluating.html>  
date posted 7/20/99

## **Medicine on the Net**

Sutter Resource Library  
2800 L Street  
Sacramento, CA 95816

**PO # 5415-G-BB335-00**

Submitted by: KD Proffit  
Sutter Resource Library  
2800 L Street  
Sacramento, CA 95816  
(916) 733-3880

### **Report #1**

**July 1, 2000 – September 30, 2000**

Submitted 10/16/00

## **LOANSOME DOC REQUESTS**

4 requests from consumers  
10 requests from affiliated Sutter Health physicians

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14 Total Loansome Doc requests for this period

## **SUCCESS STORIES**

Some of the target population did not know that Sutter had a library that was open to the public. The fliers we sent out promoting the classes have helped to promote our other library services as well. The PubMed class which we gave primarily to library volunteers has given these volunteers more confidence in searching and they are now helping patrons to search more efficiently.

## **IMPACT OF INFORMATION**

Two of the nurses from the September 26<sup>th</sup> class are on the craniofacial panel within the Sutter Women's and Children's Services. Both were very grateful to find information on support groups for their patients. MEDLINEplus has been a popular website with all students because of its easy-to-understand information.

## **PROBLEMS**

Not a problem really, but people still think every article they want should be free and fulltext on the Internet. After explaining why this is not so and giving them options, such as Loansome Doc and links to local libraries, they are ok with it.

## **ADMINISTRATIVE ACTIVITIES & ACTIVITIES FOR NEXT QUARTER**

Library staff members each produced one or two special subject lists of websites to hand out during the sessions. (Samples are included in this report). Face-to-face meetings were necessary with: the Director of the Diabetes Care Center; the Director of Sutter Hospitals Foundation; the technician from IT to get Internet hookups; the secretary from Room Reservations; and Sutter's in-house media writer. Next quarter we will continue with the classes and publicity.

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 10, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input checked="" type="checkbox"/> Train the Trainer <b>PubMed training</b>			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Sutter Resource Library			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Sutter Resource Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: None			
6. LOCATION WHERE ACTIVITY OCCURRED IT Training Room, 2800 L Street			
A. CITY Sacramento		B. STATE CA    C. ZIP CODE 95816	
D. COUNTY Sacramento		E. CONGRESSIONAL DISTRICT 5	
7. LENGTH OF ACTIVITY (HOURS) 1 hour		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED: 4			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Consumer – Special Education teacher		1	
Library Volunteer	3		
UNIDENTIFIED HEALTH PROFESSIONS			
<b>TOTAL</b>	3	1	

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: KD Proffit 916-733-3880

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: September 26, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Sutter Resource Library			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Sutter Resource Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: None			
6. LOCATION WHERE ACTIVITY OCCURRED IT Training Room, 2800 L Street			
A. CITY Sacramento		B. STATE CA    C. ZIP CODE 95816	
D. COUNTY Sacramento		E. CONGRESSIONAL DISTRICT 5	
7. LENGTH OF ACTIVITY (HOURS) 1 hour		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED: 4			
<b>CATEGORY</b> (List by profession or specialty)	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Dept. Secty.	3		
Craniofacial panel RN	2		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	5		

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: KD Proffit 916-733-3880

## The Best Consumer Health Websites

September 2000

Sutter Resource Library  
2800 L Street  
Sacramento, CA 95816  
(916) 733-3880

[www.medlineplus.gov](http://www.medlineplus.gov) – information selected by Health Sciences librarians and the National Library of Medicine. A great site; it may be the only one you need.

[www.healthfinder.gov](http://www.healthfinder.gov) - developed by the US Dept. of Health & Human Services

[www.mayohealth.org](http://www.mayohealth.org) - directed by a team of Mayo Clinic Physicians

[www.noah.cuny.edu](http://www.noah.cuny.edu) - New York online access to health by the New York Academy of Medicine, New York Public Library and others. Spanish language too.

<http://intelihealth.com> - by Harvard Medical School and Aetna US Healthcare. Popular “ask the doctor” section.

<http://healthweb.org> - collaborative project of health sciences librarians and supported by the National Library of Medicine. The focus is reliable links.

[www.healthanswers.com](http://www.healthanswers.com) – information from a variety of sources including Reuters Health News, National Health Council, American Academy of Pediatrics and others.

<http://netwellness.org> - by the faculty of University of Cincinnati, Ohio State University and Case Western Reserve University

<http://familydoctor.org> – American Academy of Family Practice. The “handouts” and “flowcharts” are the best. The “healthfacts” are too hard to click through. Site has more than 200 peer-reviewed handouts.

<http://cancerca.org> – Great overall **cancer** site. Easy to navigate.

<http://www.fpnotebook.com> – by a California physician. Good site for interpreting test results and much more

***HTTP://YOURSURGERY.COM – MULTIMEDIA DATABASE OF OPERATIVE PROCEDURES BY A COMPUTER GRAPHICS COMPANY. GREAT GRAPHICS. CLICK ON THE BODY PART, IE, HEAD, NECK, PELVIS TO SEE A LIST OF THE SURGERIES FOR THAT REGION***

<http://www.nlm.nih.gov/psr/outreach/branhill.html> ***List of free full-text journals.***

**Diabetes Websites  
October 2000**

**Sutter Resource Library  
2800 L Street  
Sacramento, CA 95816  
(916) 733-3880**

**GENERAL SITES**

[www.diabetes.org](http://www.diabetes.org) – American Diabetes Association. Comprehensive information on diet, exercise and treatment programs. Web site can be customized to match your preferences; sign up for daily tips and recipes or receive the ADA's newsletter and headlines.

[www.diabetes.com](http://www.diabetes.com) – produced by PlanetRX, an online pharmacy that sells medical products and supplies. But the site has a superb design and features recent news and prevention information. Special sections for children and pregnant women. Community message boards.

[www.cdc.gov/diabetes](http://www.cdc.gov/diabetes) – The Centers for Disease Control provides FAQ pages and statistical information. Great clip art library for anyone publishing newsletters or fliers.

[www.niddk.nih.gov](http://www.niddk.nih.gov) – National Institute of Diabetes & Digestive & Kidney Disease. Click on “diabetes” on the first page and it will get you into the good stuff. Helpful fact sheets; diabetes-related eye, kidney and foot problems. Wealth of resources.

**CHILDREN**

[www.childrenwithdiabetes.com](http://www.childrenwithdiabetes.com) – Great site for diabetic children and their parents. Current news about products, tips for managing diabetes at school, advice for teachers with diabetic students. Directory of camps for diabetic kids.

[www.geocities.com/hotsprings/6935/index.html](http://www.geocities.com/hotsprings/6935/index.html) – Designed by a young Eagle Scout; good review by the ADA. Diabetes is explained in terms that young people can easily understand. Diagrams are very helpful.

[www.ishops.com/diabetes](http://www.ishops.com/diabetes) - Commercial site that sells vibrating watches for children and adults to remind them to take meds, perform tests or take insulin.



## **What is the Internet?**

The Internet is a network of networks, linking computers to computers. The Internet itself does not contain information...information is on the millions of computers that are linked to it.

## **How do I get hooked up?**

You need:

1. A computer
2. A modem (the thing that dials the phone for you)
3. An Internet Service Provider (like AOL, Coastal Web, JPS, or lots of others)

The Internet Service Provider (ISP) will usually bill you a flat rate of about \$20 per month. They provide the basic software to get you connected to the web. You will probably have to load the software yourself on your computer. Hopefully the ISP that you have chosen provides good telephone tech support.

You can also sign up with a FREE service such as Freei.net. You can download their software or write to them for a CD ROM to load. The reason the service is free is because you will see LOTS of advertising and it's kind of a pain to scroll through.

If you want to surf faster, sign up for a DSL line (Digital Subscriber Line). You'll pay a little more but you can talk on the phone while you're connected. Pac Bell is advertising to sell us this service in Sacramento.

## **A very brief history of the Internet**

1957 – USSR launches Sputnik, first artificial earth satellite. In response, US forms the Advanced Research Projects Agency (ARPA) within the Department of Defense to establish US lead in science and technology applicable to the military.

1965 – ARPA sponsors study on “cooperative network of time-sharing computers”

1970 – First cross-country link installed (UCLA)

1973 – First international connections to the ARPANET (London & Norway)

1984 – Domain Name System (DNS) introduced

1989 – Number of hosts breaks 100,000

1990 – First commercial provider of Internet dial-up server comes on-line (The World)

1993 – US White House comes on-line

## Evaluating Health Websites

October 2000

Sutter Resource Library

<p><b>AUTHORITY – Who runs the site?</b></p> <p>A good site makes it easy for you to know who is responsible for the site &amp; its information. Is there an editorial board? Do people with excellent medical qualifications review the material? Do the authors write the content themselves?</p>	
<p><b>OBJECTIVITY – Why does the site exist?</b></p> <p>“About this site” and “mission statement” are common titles for this type of info. Is the info provided as a public service? Do the authors express opinions?</p>	
<p><b>CURRENCY – How often is the site updated?</b></p> <p>Medical information changes rapidly. Even if the info has not changed, you need to know the site owners have reviewed it recently to be sure it is still valid.</p>	
<p><b>ADVERTISING – Who pays for the site?</b></p> <p>The source of funding can affect what content is presented.</p>	
<p><b>PERSONAL INFORMATION – What information about YOU does the site collect and why?</b></p>	
<p><b>CONTACT THE AUTHORS – Can you get in touch with the site owner? Is there a street address, phone number or email address?</b></p>	
<p><b>HONcode – Does the site belong to the Health on the Net organization? What else tells you that it is a reliable site?</b></p>	

***SEARCH ENGINES/PUB MED INSTRUCTION TO VALLEYCARE  
OUTLYING CLINICS***

**Quarterly Report**

**Project:** Search Engine Instruction to Health Educators at ValleyCare Outlying Clinics.  
PubMed Instruction to Physicians at ValleyCare Outlying Clinics.

**Institution:** Olive View/UCLA Medical Center

**Purchase Order #:** 5415-G-BB349-00

**Submitted by:** Marsha Kmec, Principal Investigator  
Olive View YCLA Medical Center  
2C160  
Health Sciences Library  
14445 Olive View Drive  
Sylmar, California 91342

**First Quarterly Report for July 1, 2000 – September 30, 2000**

## **Introduction to Search Engines**

### **I. Description of Class**

#### **A. Administrative Activities**

During this quarter, I contacted all necessary health educators, physicians, nurses and supervisors who would be involved, either directory or indirectly, with this project. Because I would be traveling to various cites, it is/was important to follow appropriate policies and guidelines regarding teaching at the various facilities.

#### **B. Planning**

Marsha Kmec, Principal Investigator, met with the following physicians and health educators in an effort to facilitate the project: Joseph Blank, M.D.; Lusine Meyroyan, Health Educator; Lisa Sage, Senior Health Educator; Rolando Toledo, Health Educator; Marilen Movica, Nutritionist; Scharla Nunes, Nutritionist. Basic Internet knowledge was assessed during these meetings in an effort to plan workshops accordingly. Although the health educators had used the Internet, knowledge of search engines and the many search engines available, was lacking. Brief discussions with Dr. Joseph Blank brought me to the realization that Dr. Blank was very knowledgeable of browsers, the web, and the many engines available. However, he had not used PubMed in many years and was eager to learn the new interface.

#### **C. Publicity**

Flyers were handed to key administrators upon visiting the clinics. Flyers were also distributed to potential students, whether health educators, nurses, nutritionists, or physicians.

#### **D. Training/Demonstration Sessions**

“Introduction to Search Engines” was taught on September 18, 2000 at MidValley. Three health educators attended and two nutritionists. “Introduction to PubMed” was taught to Dr. Joseph Blank on September 22, 2000. “Introduction to PubMed” was taught at MidValley on September 26, 2000 to one health educator.

### **II. Loansome Doc/Document Delivery Activities**

Loansome Doc has not been introduced as of October, 2000.

### **III. Evaluation Activities**

Informal discussions transpired after the teaching sessions to assess student's knowledge. Since we have many classes planned for the winter, surveys will be conducted at a later date.

### **IV. Problems/Corrective Action**

It's difficult to coordinate schedules to teach. I've been told several times to hold my classes during the lunch hour. Obviously this is indicative of a "catering event" on my end. At the present time I'm planning to host approximately ten to twelve lunches while teaching search engine availability, use of the Internet, PubMed, and Loansome Doc.

### **V. Lessons Learned.**

It is too soon to tell but I will have some lessons to learn very shortly. It is amazing that so many computer users know so little as to what they are actually doing.

### **VI. Projected Activities for Next Quarter**

Many planned classes at Pacoima Health Center, MidValley, and Glendale Health Center. Teaching "Introduction to Search Engines" and "Introduction to PubMed." These will be taught in conjunction with luncheons.

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: September 18, 2000			
TYPE OF ACTIVITY: <input type="checkbox"/> NLM System <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Other (please specify)			
Awareness <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View/UCLA Medical Center in conjunction with Outreach Award/RML Los Angeles, California			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Sponsored by Regional Medical Library/UCLA/Los Angeles, California			
6. LOCATION WHERE ACTIVITY OCCURRED Mid Valley Medical Center.			
A. CITY Van Nuys, California	B. STATE Ca	C. ZIP CODE 91405	
D. COUNTY Los Angeles	E. CONGRESSIONAL DISTRICT 26 <sup>th</sup> Congressional District		
7. LENGTH OF ACTIVITY 1 Hour (HOURS)	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO PRESENT (>50%)		
11. NUMBER OF PERSONS WHO ATTENDED: 5			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Health Educator	3		
Nutritionist	2		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	5		

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:  
Marsha Kmec 818-364-4243

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: September 22, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify)			
<input type="checkbox"/> Other Internet Session      Awareness <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Olive View/UCLA Medical Center			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: Regional Medical Library/UCLA			
6. LOCATION WHERE ACTIVITY OCCURRED North Hollywood ValleyCare Clinic			
A. CITY North Hollywood		California	C. ZIP CODE 91601
D. COUNTY Los Angeles		E. CONGRESSIONAL DISTRICT	
7. LENGTH OF ACTIVITY 1 Hour (HOURS)		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED: 1			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physician	1		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	1		

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:  
 Marsha Kmec 818-364-4243

**Arizona Internet Connectivity Program  
Rural Health Office  
University of Arizona  
2501 E. Elm St.  
Tucson, AZ 85716**

**July 1, 2000 – September 30, 2000  
P.O. # 5415-G-BB50200**

Patricia A. Auflick  
Rural Health Office  
2501 E. Elm St.  
Tucson, AZ 85716  
(520) 626-7946 ext. 132

Nov. 13, 2000



## **Arizona Internet Connectivity Program**

### **Number of Loansome Doc Requests**

There are none to report for this project since it didn't actually begin until the end of September.

### **Success Stories**

Although Casa Grande Regional Medical Center was part of a previous NLM grant which ended in June, 2000, physicians from the institutions continue to use Loansome Doc as a means of obtaining journal articles through the Rural Health Office even though there is a cost involved.

### **Impact of Information**

There has been no activity consequently there is nothing to report.

### **Problems**

For some reason there were major administrative problems in getting the necessary paperwork through each institution to get this project online. It wasn't until the end of September that all of the necessary paperwork was signed by the correct officials. Because the agreement was not in place until this time, there could be no expenditures. Consequently, the start up of this project has been delayed by three months.

### **Administrative Activities**

Even though the agreement was not in place at the time, a training session entitled "Connecting Your Institution to the Internet: Access to Health Information" was conducted at the annual Arizona Rural Health Conference in Pinetop, Arizona on July 25<sup>th</sup>. Letters were sent to the CEOs and Chiefs of Staff at each of the institutions in the list provided by UCLA which included those institutions that had been identified as NOT yet having access to the Internet and NLM resources. Publicity on the workshop was also posted at strategic locations about the conference resort so that any interested individuals could attend. The resort was having major phone difficulties and no outside calls could be placed so there was no access to the Internet to demonstrate any of NLM's products. However, the trainers had prepared overhead transparencies as their back up Plan B and were able to use these to convey their message.

The letters (see attachment) generated some interest from several of the institutions, but because there was no money in place for travel, plans to organize workshops were put on hold until the agreement was in place. Contact information was taken from each of these interested parties and they will be contacted again – once the project is officially under way.

Much of my time during this first quarter was spent in getting paperwork between UCLA and the University of Arizona to get this award in place.

### **Activities for Next Quarter**

Once the paperwork for the project was in place, it made it possible to start recontacting the institutions in question to see if they are interested in participating in a regional workshop and/or will sponsor a local workshop at their institution.

Content for the workshop will be developed.

A calendar of workshops will be set up.

Workshops will be conducted.

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: July 25, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify)			
Awareness <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Rural Health Office/University of Arizona			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Rural Health Office/University of Arizona			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED : Hon-Dah Resort, Pinetop, AZ			
A. CITY Pinetop	B. STATE AZ	C. ZIP CODE 95935	
D. COUNTY Navajo	E. CONGRESSIONAL DISTRICT 6		
7. LENGTH OF ACTIVITY (HOURS) 2 hours	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 2			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
UNIDENTIFIED HEALTH PROFESSIONS		2	
TOTAL		2	

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Patricia A. Auflick (520) 626-7946 ext 132

Director  
Sunset Health Center  
115 North Somerton Avenue  
PO Box 538  
Somerton, AZ 85350

Dear Sir or Madam:

On Tuesday, July 25<sup>th</sup>, from 3:15pm to 5:00pm at the Hon-Dah Resort in Pinetop, AZ, there will be a workshop on the annual Rural Health Conference entitled, "Connecting Your Institution to the Internet/Accessing Health Information." The session is open to any institution interested in learning more about the Internet Connectivity Support Program offered by the National Library of Medicine (NLM), through its regional library at UCLA.

At no cost to your institution, the regional library will:

1. provide consultation on Internet connectivity issues
2. provide the institution, if necessary, with computer equipment for a single workstation and up to \$500 to facilitate connectivity (i.e. to cover Internet Service Provider fees, phone line installation, telephone charges, or equipment upgrades)
3. provide training for personnel on NLM Internet resources like PubMed

In return, the participating institution agrees to:

4. designate a contact person for the Program who will receive training on NLM Internet resources and act as a resource person for the institution to establish an Internet connection for the library
5. promote the Program to hospital personnel
6. provide monthly usage data from a Web monitoring program to see how many times NLM, PubMed, MEDLINEplus and other sites are accessed over a twelve month period.

The Regional Medical Library, known as the Pacific Southwest Regional Medical Library, has identified your institution as one that is not currently connected to the Internet nor using NLM informational resources. We would like to encourage you or your designee to attend this workshop to learn more about opportunities available to your institution. If you are unable to meet with us in Pinetop, we will be planning regional workshops to go over the materials, as well as site visits to institutions interested in learning more. We will also be offering 2-hour workshops on PubMed and MEDLINEplus for which continuing medical education credits are available.

If you are interested in hearing more about the Internet Connectivity Support Program or already have Internet access and need assistance with developing your skills, please contact Pat Auflick at (520) 626-7946 ext. 132 on Mondays, Wednesdays, or Friday afternoons.

**Partners in Information Access Projects  
HiPHIVE Quarterly Report**

**COVER SHEET**

**Project Name:**

HiPHIVE  
Hawaii Public Health Information Virtual Education

**Institution Name & Location:**

Hawaii Medical Library  
1221 Punchbowl Street  
Honolulu, Hawaii 96813

**Purchase Order Number:**

5415-G-9B43600

**Report Submitted by:**

Sharon L. Berglund, Principal Investigator For  
Hawaii Medical Library  
1221 Punchbowl Street  
Honolulu, Hawaii 96813  
1-808-536-9302 ext. 110

**Report #8, July 1, 2000 through September 30, 2000**

## **HiPHIVE Quarterly Report #8**

### **Introduction**

#### **I. Description of Progress Toward the Projects Major Objectives**

##### **A. Administrative Activities**

- Sharon and Ginny continue to update the HiPHIVE website with additions recommended by representatives from the Hawaii Department of Health as well as with websites they become aware of through their own professional reading and contacts. The website will require continued maintenance even beyond the grant period as URLs are in constant flux.

##### **B. Planning Activities**

- Sharon and Ginny began planning for a presentation to be given at the Internet Librarian 2000 conference in Monterey, California on November 7, 2000.

##### **C. Publicity/Marketing Activities**

Advertised on the HiPHIVE website.

Hawaii Department of Health continues to send flyers and promoted the website in numerous newsletters and email announcements initiated via the Department of Health.

##### **D. Training/Demonstration Sessions**

None this quarter

##### **E. Exhibits (if applicable)**

None this quarter

#### **II. Loansome Doc/Document Delivery Activities**

Although we mentioned the Loansome Doc service in our presentations, it does not appear that there has been any use attributable to our promotion during this quarter.

### **III. Evaluation Activities**

We began analyzing the post training survey data during the last quarter as well as surveying the final group of trainees. We began analyzing the comments from our training evaluations and will be reporting the analyzed results in the final report. Also, we continue evaluating usage of the website through analysis of website statistics.

### **IV. Problem/Corrective Actions**

None to report this quarter

### **V. Lessons Learned/Significant Feedback**

The HiPHIVE website had over 63,000 hits by the end of this quarter representing nearly 19,000 individual user sessions for an average of over 105 sessions per day. The Hawaii Department of Health (DOH) continues to actively promote the site to all DOH employees. DOH has been very supportive and actively advertised our sessions.

### **VI. Projected Activities for Next Quarter**

The website will continue to be updated as needed. An analysis of the training evaluation comments will also be included. In addition, an in-depth analysis of the website usage statistics will be conducted.

### **VII. Reporting Forms for Training/Demonstration sessions and/or Exhibit Reports**

Not applicable this quarter

### **VIII. Appendix**

The survey documents are not attached as the data is still being collected and is not yet analyzed.

## **Partners in Information Access Projects**

### Quarterly Report

Project: Public Health Information Link (P.H.I.L.) for Nevada  
*Institution:* Savitt Medical Library, University of Nevada  
Reno, Nevada

Purchase order #: 5415-G-9B43700

Submitted by: Joan Zenan, Principal Investigator  
Savitt Medical Library/306  
University of Nevada School of Medicine  
Reno, NV 89557-0046  
(775) 784-4625

Fourth Quarterly Report for July 1, 2000 – September 30, 2000.

October 15, 2000



## **Introduction**

### **I. Description of Progress Toward the Projects Major Objectives**

#### **A. Administrative Activities**

In late June a new PHIL web development student was hired to continue the development of the overall web site, and especially the Nevada Public Health Association's page. Unfortunately, the student left after 4 weeks because he received an assistantship in the Computer Science department. We advertised for a new student throughout September, when students were back on campus, and will have a new hire in place the middle of October.

In early September, Joan Zenan wrote a letter to PSRML, through the UNR Office of Sponsored Projects Administration, requesting an extension of the PHIL contract to April 2001. More than \$11,000 remained to be expended at that time. We want to continue with web development, Internet training sessions and a gray data project.

Teryl Eisinger, Northeastern Area Health Education Center, and co-chair of the Nevada Public Health Association and the Nevada Rural Health Association being held in Minden, NV, November 1-3, 2000, was able to get Terry Henner & Joan Zenan on the meeting program for a 15 minute update on the PHIL project. She also was able to provide time for one preconference training course, with CE credit, which Terry will teach.

#### **B. Planning Activities**

Terry Henner, Joan Zenan and Patty Charles met in the Savitt Library on September 9<sup>th</sup> and 18<sup>th</sup> to discuss the evaluation and writing efforts being undertaken to get the results of our PHIL project into print. Patty's article on evaluation techniques in project management is still being refined. Terry is also working on several articles at home, however none are yet ready to submit.

On September 13<sup>th</sup>, Joan e-mailed Ray Chua at the Clark County Health District, inquiring about giving additional training classes for their professional staff. Ray replied on the 15<sup>th</sup> that there were many folks wanting training. We have scheduled a trip to Las Vegas, November 7-9, to give three classes to 10 participants in each. Ray has informed us that there is a waiting list in case anyone drops out at the last minute. The participants will be mostly from Nursing and Environmental Health. Nursing is one department in which we have not been able to reach very many of the staff, and Environmental Health has had quite a bit of turnover in the past 8 months, so these sessions are timely.

On September 15<sup>th</sup>, Joan and Terry met with Eileen Columbe, Assistant Administrator at the Washoe County District Health Department, to plan the training sessions we will give for the Health Department's professionals. Eileen's strategy is to integrate some demonstration sessions into her regularly scheduled meetings with supervisors and department heads. These will be small sessions with time for questions and a more personal touch.

#### **C. Publicity/Marketing Activities**

None this quarter.

#### **D. Training/Demonstration Sessions**

One training session was given on September 26<sup>th</sup> at the Washoe County District Health Department. This was our first formal training session for the Washoe County folks. There were 4 attendees, one administrator and three nutritionists with the WIC program. This was a demonstration, rather than a hands on, session, in order to introduce some of the Health Department professionals to the kinds of information we could share with them and their staff. According to the evaluation forms and verbal feedback, they were very pleased with the session and would like to have others.

#### **E. Exhibits (if applicable)**

None this quarter.

### **II. Lonesome Doc/Document Delivery Activities**

There were 52 Lonesome Doc requests this quarter. This was a 50% drop from the previous quarter's 105, however, we did only one training session very late in the quarter, and summer is usually a lower traffic time.

### **III. Evaluation Activities**

Patty Charles' research assistant continues to input evaluation data that is collected at each training session. It was decided to delay the final analysis of the class evaluation data for a while since we requested and have received a 6-month extension of the grant, and therefore will be giving many more training sessions.

#### **IV. Problems/Corrective Action**

No requests for training sessions during the summer. We focused on getting a replacement web development student, and working with the Washoe County District Health Department to set up fall training sessions.

#### **V. Lessons Learned/Significant Feedback**

We were delighted to learn that our patience had paid off, when Eileen Columbe, an administrator at the Washoe County District Health Department, contacted us to get together to plan some training for their professionals. We had kept in touch with Eileen over the past two years, and she assured us that eventually they would be ready for PHIL training. The Health Department now has a new chief Health Officer, Barbara Hunt, and Eileen has been promoted to a higher level administrative position where she is able to integrate the training we can offer with her regularly scheduled staff meetings.

#### **VI. Projected Activities for Next Quarter**

Terry will contact the State Health Division again to see about the need for more training classes.

A web development student will be hired and start the 2<sup>nd</sup> week of October. Progress will be made on web site development, including planning for and implementation of a “gray data” project with the Nevada State Health Lab.

We will attempt to identify and contact other public health professionals in Nevada who are not affiliated with the 3 state/county agencies we have worked with so far, to see if they want Internet training. Joan will contact REMSA – Reno’s Regional Emergency Medical Services Authority. She met REMSA’s Director and several of their staff, who were known to her, at a retirement luncheon for the departing Acting District Health Officer in July. They indicated they would very much like training on how to search the Internet for emergency medical services information, and other topics related to ambulance and helicopter medical services.

One demonstration training session will be held at Washoe County District Health Department on October 18<sup>th</sup>. Supervisory level staff will attend this session.

Three lecture and hands on training sessions will be given to Clark County Health Department professionals on November 8<sup>th</sup> and 9<sup>th</sup>.

On November 1<sup>st</sup>, Terry will teach a 2 hour class on Internet Resources for Public Health Professionals at the Nevada Public Health Association/Nevada Rural Health Association annual meeting in Minden. On November 2<sup>nd</sup>, Joan and Terry will give a 15 minute presentation on the PHIL project to the attendees at a general session. On

the 1<sup>st</sup> & 2<sup>nd</sup>, we will have a demonstration booth set up near the registration desk, so we can demonstrate live PubMed searches and use of the Internet to find answers.

On December 12<sup>th</sup>, Terry will give a 45 minute demonstration of searching the Internet and the basics of a web browser to a number of Washoe County District Health Department staff, many of whom are relatively new employees.

#### **VII. Reporting Forms for Training/Demonstration sessions and/or Exhibit Reports**

See one attachment.

#### **VIII. Appendices**

N/A

**HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS  
QUARTERLY REPORT**

**MAY 1 – JULY 31, 2000**

**LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT  
WEST CHARLESTON LIBRARY  
6301 W. CHARLESTON BLVD.  
LAS VEGAS, NV 89146**

Florence B. Jakus, Ed.D., Project Director  
Health Science Library, West Charleston Library  
6301 W. Charleston Blvd.  
Las Vegas, NV 89146  
e-mail: [florencj@lvccld.lib.nv.us](mailto:florencj@lvccld.lib.nv.us)  
702-878-0377  
Fax: 702-877-1394

August 24, 2000

## **HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS**

### **Introduction**

#### **I. Description of Progress Toward the Project's Major Objectives**

##### **A. Administrative/Planning Activities**

In order to provide adequate coverage of the public service desks during staff and consumer workshops, Dr. Jakus worked with the Library District's Human Resources Department to determine the most efficient usage of the grant's funds designated for personnel. It was decided to offer ten extra hours per pay period to the Library Assistant III personnel staffing the General Reference, Young People's, and Health Reference desks at the West Charleston Library. Using part-time personnel already working at these public service desks solved problems of advertising, interviewing, and training new personnel. These three persons are already were familiar with the West Charleston Library and were interested in working additional hours. The ten extra hours per pay period raised each of their total hours from 48 hours to 58 hours per pay period. The funding for the hours will remain in effect until the end of the grant.

It was decided to purchase a subscription to Ebsco's Alt-Health Watch database. Reviews of this database are positive and it will fill a gap not presently being met by the Library District. It was decided to allocate \$1,700 towards the District's subscription to this database. The Library District will pick up the balance of the cost, so it will be accessible to all branches in the Las Vegas Clark County Library District.

Jewel Guy was registered to attend the workshop, "Grant Writer's Toolbox," offered June 7 in Irvine, California. Due to illness she was unable to attend.

Members of the grant committee have continued to meet on a regular basis to plan and develop staff and public training programs. Jewel Guy and Pam Zehnder submitted a proposal for a presentation at the Nevada Library Association's annual meeting. It was accepted and the paper will be presented in October in Reno, Nevada.

##### **B. Publicity/Marketing Activities**

Bookmarks developed during the first quarter were printed and distributed Reference and Reader Service desks in the Las Vegas-Clark County

## **HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS**

Library District, North Las Vegas Library District, Henderson Library District, and

Boulder City Library District, along with a letter providing library personnel with the dates of staff workshops that would be offered in July and August. A flyer advertising the staff training workshops was distributed to area library districts the beginning of July.

Members of the committee worked this quarter to contact non-library organizations and to schedule consumer workshops that will begin in October.

### **C. Product/Resource Development**

Internet websites selected for Phase I of the Health web page were reviewed and several other local Internet sites were added to the web page.

PowerPoint presentations were developed to use during the health fair visits and for staff training. After discussion by the team, it was decided to highlight the many features of Medline*plus* and how this particular site could be used as starting point for public librarians to guide library users in locating health information, so they can make informed decisions. A handout packet was developed for distribution at the staff training workshops.

### **D. Site Visits/Training/Demonstration Sessions/Presentation**

The first of our staff training workshops was presented July 25 at the Clark County Library's Microcomputer Center. Although the turnout was small, with only four participants, the evaluations were positive. The training session was two hours in length, with a presentation of approximately forty-five minutes, a break, and then a hands-on opportunity for participants to explore various health Internet sites. The participants especially liked the hands-on portion of the workshop. This allowed them to navigate various Internet sites and to have specific questions answered by the presenters.

## **HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS**

### **E. Exhibits**

Grant committee members attended two health fairs in May. A total of 596 people were provided information on health Internet sites and library services available to them. Bookmarks listing health Internet sites were distributed along with other library publications. During the health fairs, a PowerPoint presentation about the Health Science Library was available for viewing.

### **II Loansome Doc/Document Delivery Activities**

During the second quarter the Health Science Library processed thirty (30) interlibrary loan requests for patrons. Fifteen (15) of these were Loansome Doc Requests. The Library received and filled sixteen (16) interlibrary loans from other institutions.

### **III Evaluation Activities**

An evaluation form was developed for the staff training workshops. A library district evaluation form designed for programs offered at the microcomputer centers was modified to meet the needs of the consumer workshops that will be offered in the future.

### **IV. Problems/Corrective Actions Lessons Learned/Significant Feedback**

The health fairs offered us some challenges in the areas of staffing and the amount of material to have available for distribution. At future health fairs we will be better prepared with additional personnel for staffing and a greater number of items for distribution.

The actual preparation of the PowerPoint presentations for the staff training sessions went very smoothly. During the training session, there were some minor technical problems with the equipment at the microcomputer center. We have decided that taking both the laptop and the project unit is the best solution since all of the settings have been adjusted to what is required for the program.

Development of the Library District's web page has moved slower than expected. The projected date for the web page to be available on the Internet is September. Both Florence and Angela Pfeil have been

### **V. Projected Activities for Next Quarter**

Projected activities for the third quarter include:



## **HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS**

### **PAGE 4**

- Mail brochures on the Consumer Health Connection to non-library organizations.
- Provide staff training workshops in urban and rural locations.
- Attend health fairs to distribute information to the public.
- Present a program at the Nevada Library Association in October.
- Provide Consumer Health Information workshops to the public starting in October.
- Evaluate staff training workshops and modify the program if necessary.

## **VI. Reporting Forms for Training/Demonstrations Sessions/Exhibit Reports**

Reporting forms for staff training and exhibits are in the Appendix.

## **VII. Appendix**

The following items are in the appendix:

- ✓ Flyer distributed for staff training.
- ✓ Staff training packets distributed at the workshops.
- ✓ Evaluation forms
- ✓ Reporting forms for training and exhibits.
- ✓ PowerPoint programs designed for health fairs and staff training.

## **CONSUMER HEALTH CONNECTIONS - FLYER**

July 13, 2000

NEWS for Outlying Branch Libraries

Attached is a flyer announcing our training sessions for Consumer Health Connections. If you would like to attend but are unable to due to time or distance, please call Florence or Jewel at West Charleston's Health Science Library. Our phone number is 702- 878-0067.

We can arrange to visit you at your Library and provide you with a personal training session that will introduce you to Consumer Health Connection, our new web page that we have developed with funding from at National Library of Medicine grant.

We are looking forward to seeing you.

## **CONSUMER HEALTH CONNECTIONS - FLYER**

JULY 18, 2000

### **NEWS FOR LAS VEGAS MEDICAL LIBRARIES**

Attached is a flyer announcing our staff training sessions we have developed as part of the National Library of Medicine grant we received. The 2 hour session will introduce health Internet sites for the general public and the Library District's Consumer Health Connection web page.

We hope that you can join us for one of the training sessions or we will be glad to visit your library and provide you with information about the new web page that will be available in August

## **CONSUMER HEALTH CONNECTIONS - STAFF TRAINING SESSIONS**

Do medical words sound like a foreign language to you? Do the number of health and medical Internet sites available confuse you?

If the answers to these questions are "Yes!", you may want to attend our Staff Training on Consumer Health Connections.

The objective of this program is to identify and use Internet sites that will assist you in answering health reference questions. Participants will have the opportunity for hands-on exploration of websites that will be featured on our new web page.

Staff training will be offered **July 25, August 2, and August 3**

Time: 9 – 11 a.m.

Location: Clark County Library's Microcomputer Center

Pre-registration is required. Call 878-0067 to reserve a space.

Enter Clark County Library at the staff entrance on the eastside of the building between 8:30 – 9 a.m. The time clock is there for personnel that need to swipe.

No food or drink is allowed in the Microcomputer Center

This program has been developed with grant funds from the National Network of Libraries of Medicine, Pacific Southwest Region, National Library of Medicine, Bethesda, MD

## **CONSUMER HEALTH CONNECTION - QUESTIONNAIRE**

Your comments and questions are important to us. Please take a moment to let us know how we're doing by circling the applicable responses.

**Date of Program**\_\_\_\_\_

**How satisfied were you with our program?**

Extremely   Very   Satisfied   Somewhat   Not at All

**How helpful and instructive were the presenters?**

Extremely   Very   Satisfied   Somewhat   Not at All

**How important was the program to you?**

Extremely   Very   Satisfied   Somewhat   Not at All

**How did you find out about this program?**

Television   Radio   Newspaper   Flier   Word of Mouth

**How often do you attend library programs?**

Weekly   Monthly   Every Now & Then   Once a Year

**Comments & Suggestions?**

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## **CONSUMER HEALTH CONNECTION WORKSHOP**

### **STAFF TRAINING EVALUATION**

**CIRCLE ONE ANSWER FOR EACH OF THE FOLLOWING STATEMENTS.**

New health Internet sites we introduced to me during the workshop.

Yes

No

The purpose of the workshop was stated clearly.

Strongly Agree

Agree

Undecided

Disagree

Strongly Disagree

The time for hands-on practice was sufficient.

Strongly Agree

Agree

Undecided

Disagree

Strongly Disagree

The handouts will be helpful while working with library users.

Strongly Agree

Agree

Undecided

Disagree

Strongly Disagree

The presentation was well organized.

Strongly Agree

Agree

Undecided

Disagree

Strongly Disagree

The presenter was knowledgeable and informative about the subject.

Strongly Agree

Agree

Undecided

Disagree

Strongly Disagree

Comments:

**OUTREACH REPORTING FORM JULY 2000**  
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 7/25/00

2. TYPE OF ACTIVITY : ☐ NLM SYSTEM SESSION ☐ TECHNOLOGY AWARENESS ☐ OTHER (PLEASE SPECIFY): HEALTH FAIR  
☐ OTHER INTERNET SESSION ☒ TRAIN THE TRAINER

3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:  
Las Vegas Clark County Library District

4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:

6. LOCATION WHERE ACTIVITY OCCURRED: Clark County Library – Microcomputer Center

A. CITY LAS VEGAS

B. STATE NV

C. ZIP CODE 89119

D. COUNTY

E. CONGRESSIONAL DISTRICT

FIRST CONGRESSIONAL DISTRICT

7. LENGTH OF ACTIVITY 2 HOURS (HOURS):

8. HANDS ON PRACTICE ☒ YES ☐ NO

9. CEU ☐ YES ☐ NO  
CME ☐ YES ☐ NO  
☒ NOT APPLICABLE

10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) ☐ YES ☐ NO

11. NUMBER OF PERSONS WHO ATTENDED: 4

CATEGORY	AFFILIATED	UNAFFILIATED <sup>1</sup>	UNKNOWN
PHYSICIANS			
ALLIED HEALTH PROFESSIONALS			
LIBRARIANS	4		
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL	4		

<sup>1</sup>Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: FLORENCE B. JAKUS (702)878-0377

**OUTREACH REPORTING FORM May 2000**  
(Reporting forms should be included with Quarterly Reports)

<b>1. DATE OF ACTIVITY:</b> 5/17/00			
<b>2. TYPE OF ACTIVITY :</b> <input type="checkbox"/> NLM SYSTEM SESSION <input type="checkbox"/> TECHNOLOGY AWARENESS <input checked="" type="checkbox"/> OTHER (PLEASE SPECIFY): HEALTH FAIR <input type="checkbox"/> OTHER INTERNET SESSION <input type="checkbox"/> TRAIN THE TRAINER			
<b>3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:</b> NEVADA BEVERAGE COMPANY			
<b>4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:</b>		LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT	
<b>5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:</b>			
<b>6. LOCATION WHERE ACTIVITY OCCURRED:</b> NEVADA BEVERAGE COMPANY			
<b>A. CITY</b> LAS VEGAS		<b>B. STATE</b> NV	<b>C. ZIP CODE</b> 89102
<b>D. COUNTY</b>		<b>E. CONGRESSIONAL DISTRICT</b>	FIRST CONGRESSIONAL DISTRICT
<b>7. LENGTH OF ACTIVITY (HOURS):</b> 8 HOURS		<b>8. HANDS ON PRACTICE</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
<b>9. CEU</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <b>CME</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> NOT APPLICABLE		<b>10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (&gt;50%)</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>11. NUMBER OF PERSONS WHO ATTENDED:</b> 45			
<b>CATEGORY</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED<sup>1</sup></b>	<b>NKNOWN</b>
<b>CONSUMERS</b>	DO NOT FILL IN	DO NOT FILL IN	45
<b>OTHERS (PLEASE SPECIFY)</b>			
<b>UNIDENTIFIED HEALTH PROFESSIONALS</b>			
<b>TOTAL</b>			45

<sup>1</sup>Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: FLORENCE B. JAKUS (702) 878-0377



**OUTREACH REPORTING FORM July 2000**  
(Reporting forms should be included with Quarterly Reports)

<b>1. DATE OF ACTIVITY:</b> 7/25/00			
<b>2. TYPE OF ACTIVITY :</b> <input type="checkbox"/> NLM SYSTEM SESSION <input type="checkbox"/> TECHNOLOGY AWARENESS <input type="checkbox"/> OTHER (PLEASE SPECIFY): <input type="checkbox"/> OTHER INTERNET SESSION <input checked="" type="checkbox"/> TRAIN THE TRAINER			
<b>3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:</b> LAS VEGAS CLARK COUNTY LIBRARY DISTRICT			
<b>4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:</b> LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT			
<b>5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:</b>			
<b>6. LOCATION WHERE ACTIVITY OCCURRED:</b> CLARK COUNTY GOVERNMENT BUILDING			
<b>A. CITY</b> LAS VEGAS		<b>B. STATE</b> NV	<b>C. ZIP CODE</b> 89119
<b>D. COUNTY</b>		<b>E. CONGRESSIONAL DISTRICT</b>	FIRST CONGRESSIONAL DISTRICT
<b>7. LENGTH OF ACTIVITY (HOURS):</b> 2 HOURS		<b>8. HANDS ON PRACTICE</b> <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
<b>9. CEU</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <b>CME</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> NOT APPLICABLE		<b>10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (&gt;50%)</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>11. NUMBER OF PERSONS WHO ATTENDED:</b> 551			
<b>CATEGORY</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED<sup>1</sup></b>	<b>NKNOWN</b>
<b>ALLIED HEALTH PROFESSIONALS</b>			
<b>LIBRARIANS</b>	4		
<b>CONSUMERS</b>	DO NOT FILL IN	DO NOT FILL IN	
<b>OTHERS (PLEASE SPECIFY)</b>			
<b>UNIDENTIFIED HEALTH PROFESSIONALS</b>			
<b>TOTAL</b>	4		

<sup>1</sup>Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

**12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:** FLORENCE B. JAKUS (702) 878-0377

**OUTREACH REPORTING FORM May 2000**  
(Reporting forms should be included with Quarterly Reports)

<b>1. DATE OF ACTIVITY:</b> 5/23 – 5/25/00			
<b>2. TYPE OF ACTIVITY :</b> <input type="checkbox"/> NLM SYSTEM SESSION <input type="checkbox"/> OTHER INTERNET SESSION <input type="checkbox"/> TECHNOLOGY AWARENESS <input type="checkbox"/> TRAIN THE TRAINER <input checked="" type="checkbox"/> OTHER (PLEASE SPECIFY): HEALTH FAIR			
<b>3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:</b> CLARK COUNTY			
<b>4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:</b>		LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT	
<b>5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:</b>			
<b>6. LOCATION WHERE ACTIVITY OCCURRED:</b> CLARK COUNTY GOVERNMENT BUILDING			
<b>A. CITY</b> LAS VEGAS		<b>B. STATE</b> NV	<b>C. ZIP CODE</b> 89102
<b>D. COUNTY</b>		<b>E. CONGRESSIONAL DISTRICT</b>	FIRST CONGRESSIONAL DISTRICT
<b>7. LENGTH OF ACTIVITY (HOURS):</b> 24 HOURS		<b>8. HANDS ON PRACTICE</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
<b>9. CEU</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <b>CME</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> NOT APPLICABLE		<b>10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (&gt;50%)</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>11. NUMBER OF PERSONS WHO ATTENDED:</b> 551			
<b>CATEGORY</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED<sup>1</sup></b>	<b>UNKNOWN</b>
PHYSICIANS			
LIBRARIANS			
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	551
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
<b>TOTAL</b>			551

<sup>1</sup>Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

**12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:** FLORENCE B. JAKUS (702) 878-0377

LINCS Clearinghouse  
Linking Information for Children with Special Needs

**VALLEYCARE HEALTH LIBRARY**

5698 Stoneridge Drive  
Pleasanton, CA 94588

Cheryl Warren

**5698 STONERIDGE DRIVE**

**PLEASANTON, CA 94588**

cherylw@valleycare.com  
925-734-3315  
925-734-3372 fax

August 1, 2000 – October 31, 2000

11/21/00

**LINCS CLEARINGHOUSE**  
**Grant: Access to Electronic Health Information for the Public**

**I. Description of Progress Toward the Project's Major Goals**

- Definition of Special Needs Children approved by committee. *Children with special needs are those who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition that requires health related services of a type or amount beyond that generally required.*
- Policy and Procedures for LINCS has been finalized. P & P's now cover definition of project, web site links, local resources and services in the Tri-Valley Health Resource Database that is searchable from the library's web site and library reference/circulating collection.
- Forms returned by the committee members for local resources or services in the Tri-Valley Resource Database have been inputted into the database.
- Preliminary web layout has been discussed. Committee presented several suggestions that will be incorporated into the final layout version.
- Purchased materials to date are cataloged. Printout of titles given to committee for final identification of other useful titles or identification of special needs areas not represented with reference and circulation materials.
- Computers have been installed.
- NORD, a database of rare diseases and conditions, was recommended by the committee as a useful search tool for the community. NORD has been purchased and added.

**II. Loansome Doc/Document Delivery Activities**

Docline is now being used by the Health Library. Policies and Procedures for use of Docline as the service pertains to LINCS are being developed. The committee favors the idea of document delivery to the public. Belief is that the public will want access to journal articles not held by the library.

**III. Evaluation Activities**

NA

**IV. Problems/Corrective Actions**

- Committee disagrees on what fits the definition of service or organization that can be added to Resource Directory. Previous policy for the Directory precludes doctor's names or medical groups since it may be taken as an endorsement despite disclaimers. However parent representatives are adamant that parents are in need of doctors that specialize in diagnosis and testing procedures either for primary care or second opinions. Will require further consideration and rewriting of Policies and Procedures.
- Disagreement over the web links is also developing. Committee members are split as to overall philosophy of many links or a small, concise group with reliable links as part of their web site. Librarian favors well-annotated limited number of links.

## **V. Projected Activities for Next Quarter**

- Decision on what will be included in the Resource Directory database.
- Review printout of local resources in the Resource database to further identify other organizations and services not yet in database.
- Review web sites & annotate
- Finish web layout
- Review printout of reference and circulating materials for further additions to library collection.
- Start design and layout of marketing materials.

## **VI. Reporting Forms**

NA

## **VII Appendix**

NA

**Quarterly Report**  
**Access to Electronic Health Information for the Public**

University of California, San Diego Biomedical Libraries and  
The Preuss School UCSD

La Jolla, California

Submitted by:

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216 W. Dickinson St.  
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9500 Gilman Drive Dept 0536  
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Contract Number N01-LM-6-3527

June 1, 2000 - August 31, 2000

September 5, 2000

## University of California, San Diego Biomedical Libraries

### Introduction

As detailed below, the investigators and project programmer have spent substantial time planning, brainstorming, and designing both the project websites and the faculty health information curriculum. In addition to these activities, other important administrative matters were accomplished also.

### I. Description of Progress toward the Project's Major Objectives

#### A. Administrative/Planning Activities

*1. Weekly Co-PI Meetings:* C. Haynes and M. Korobkin continued their weekly meetings during this reporting period. Some of these meetings were held at the Preuss School, other times the investigators discussed various project matters via telephone.

*2. Project Programmer* R. Manansala, the project programmer began work in June. The Programmer's office is located at the Medical Center Library. Currently, the Programmer is working 10 hours per week (2 days per week). Initially, C. Haynes met with the programmer to determine supplies and equipment needs. Additionally, C. Haynes and R. Manansala met regularly to brainstorm ideas and discuss design models for the project web sites.

*3. Equipment Purchases and Installations:* In late May, equipment orders for an HP Scanner, HP Color Printer and PC were submitted to Library Systems. The equipment was delivered in late June. In July, the equipment was in-stalled in the project programmer's office located at the Medical Center Library. **See Appendix A (1 -4).**

*4. Book Orders:* In August M. Korobkin placed book orders with the Preuss School book jobber to purchase 99 monographs. These books on various health topics for middle school audiences, support two of the project's major objectives: Objective 4.1 : *Promote* awareness of accurate, relevant health information resources appropriate for middle school students; and Objective 4.6 : *To* integrate health information seeking skills and resources into the curriculum. These titles will be catalogued and available to students and faculty in the Preuss School Library. **See Appendix B (1 -2).**

*5. Project Web Site Design Sessions:* As mentioned previously, C. Haynes and R. Manansala met regularly to discuss design themes and elements for the project web sites. On July 26 Th C. Haynes, R. Manansala and M. Korobkin met at the Preuss School to brainstorm and review various draft models of the project web sites created as starting designs by R. Manansala. Decisions were made regarding the web site themes as well as the web site look and feel.

## **University of California, San Diego Biomedical Libraries**

### **B. Publicity/Marketing Activities**

1. UCSD Press Release: An article on the grant award and project was published in the UCSD Health Sciences News April/May, page 8. **Appendix C (1-2).**

### **C. Product/Resource Development Activities**

1. Faculty, School Nurse Training Curriculum: C. Haynes made progress on the design and elements for the Preuss School Faculty and School Nurse health information training curriculum. A questionnaire for interviews with selected Preuss faculty was created. In addition, an introductory letter to each faculty member was drafted. The letter informs faculty about the grant project and announces the project training, which will begin in October.

### **D. Site Visits/Training/Demonstration Sessions/Presentations**

None to report this quarter.

### **E. Exhibits**

None to report this quarter.

### **II. Loansome Doc/Documents Delivery Activities**

None to report this quarter.

### **III. Evaluation Activities**

None to report this quarter.

### **IV. Problems/Corrective Action/Lessons Learned**

None to report this quarter.

### **V. Projected Activities for Next Quarter**

The first rollout of both the faculty and student web sites will take place. Also, interviews with the Preuss faculty will be completed and the health information training curriculum for faculty will also be completed. In addition, the first training session with the faculty will also be complete. The health information training curriculum for the students will also be completed and the students participating in the pilot training program will be identified.



**Improving Access to Health Information for Consumers of Pima County, Arizona**

**The CHILÉ Project  
(Consumer Health Information Links for Everyone)**

**ARIZONA HEALTH SCIENCES LIBRARY  
University of Arizona  
Tucson, Arizona**

By Jeanette C. McCray  
Arizona Health Sciences Library  
University of Arizona  
P. O. Box 245079  
Tucson, AZ 85724-5079  
Voice: 520/626-6121; Fax: 520/626-2922  
Email: mccray@AHSL.arizona.edu

**Second Quarterly Report  
May 1, 2000 – July 31, 2000**

**Submitted August 31, 2000**

## **Introduction**

### **Improving Access to Health Information for Consumers of Pima County, Arizona:**

The **CHILÉ** Project (Consumer Health Information Links for Everyone), a joint project of the Arizona Health Sciences Library (AHSL) and the Tucson-Pima Public Library (TPPL), remains on course and on time despite vacations, very hot weather, MLA and ALA conferences, and other factors which unavoidably affect productivity during the summer months.

#### **I. Description of Progress toward the Project's Major Objectives**

##### **A. Administrative/Planning Activities**

One steering committee meeting was been held this quarter at TPPL. Steering committee members include the 2 principal investigators, and the AHSL/TPPL coordinators of each specific objective. At this meeting, information was shared, issues were addressed, and an overall assessment of the progress of the project in light of our original planning timetable was gained.

##### **B. Publicity/Marketing Activities**

Members of the media have been informed about **CHILÉ** and we have been assured that the project will be covered when we are ready to roll it out. Work on the brochure and other forms of communication will begin next quarter after the graphics for the **CHILÉ** Web site are finalized.

##### **C. Product/Resource Development Activities**

Work on the Web site for **CHILÉ** is ongoing. The infrastructure for the Web site, the back-end database to support **CHILÉ**, has been completed. TPPL librarians have been polled and the results collated to determine the most important topics to be covered when the site is first released. AHSL and TPPL librarians are compiling lists of sites to include – an effort has been made to avoid duplicative work. A visit from Joyce Backus, one of the key developers of *MEDLINEplus* at the National Library of Medicine, gave us some insights on what topics might be worth developing initially.

An early version of the home page has been vetted (see Appendix I) and is currently under revision. Currently, we are considering the following entry points:

- Diseases and Conditions
- Wellness and Prevention
- Doctors and Hospitals
- Insurance and HMOs
- Medications
- Children
- Teens
- Seniors

“Search this site” and “Browse all subjects” features are being incorporated as are opportunities to locate Spanish-language materials, ask a reference question, and provide feedback on this site. We intend to test the page with consumers once some links have been activated.

Effort has also been expended on looking at options for incorporating a structured consumer health vocabulary into the **CHILÉ** Web site, and developing a most frequently asked question log which could be accessed by others.

**SOAHR** (Southern Arizona Health Referral), the Web-accessible database of local organizations with collections of health information resources, is up and running at <http://www.ahsl.arizona.edu/soahr>. The database currently includes 8 institutions and organizations<sup>2</sup>. This piece of **CHILÉ** involves collecting information not only from AHSL and TPPL, but also from SABL (Southern Arizona Biomedical Librarians). Follow-up with others who should be interested is continuing. The next step involves identifying and contacting community organizations that may wish to be included.

Content for the first workshop has been finalized. Topics to be included are using *MEDLINEplus*, the AHSL Resource Guides A-Z, and PubMed, how to conduct a health reference interview, and when to refer consumers to AHSL. The workshops are built around 3 scenarios involving 1) a request for information on attention deficit hyperactive disorder, 2) a difficult patron with hypertension, and 3) a phone question on testicular cancer. The tentative outline and the first few slides of a PowerPoint presentation currently under development are included in the Appendix. The 8 2-hour workshops will begin on September 22 and run weekly through November 10. Half will be conducted at AHSL and the other half at various TPPL sites. AHSL librarians are the instructors. Both AHSL and TPPL have computer labs with hands-on training facilities.

Discussions have begun on how to implement the Interlibrary Loan component and provide the back-up support from AHSL. Discussions are centering on whether to allow individual consumers to set up accounts with AHSL ILL or whether each TPPL branch will set up an account and manage it. The capabilities of AHSL’s internal ILL system (Wings) and NLM’s Loansome Doc are being analyzed.

---

<sup>2</sup> Arizona Health Sciences Library, Carondelet St. Mary’s Hospital, Kino Community Hospital, Pima Council on Aging, St. Joseph’s Hospital, Ronald McDonald House Charities of Southern Arizona, Tucson-Pima Public Library, University of Arizona Rural Health Office

**D. Site Visits/Training/Demonstration Sessions/Presentations (Include description of the sites and target population)**

No activity this quarter.

**E. Exhibits**

No activity this quarter.

**II. Loansome Doc/Document Delivery Activities**

No activity this quarter.

**III. Evaluation Activities**

Our evaluation consultant, Zoë Stavri, has accepted a part-time position at AHSL. This has cleared up her status (mentioned in the last quarterly report). Evaluation components of the project can now proceed.

Evaluation activities have been re-vamped since the initial planning for this project. The plan now is to evaluate the effectiveness of the workshops, by administering a pre-test and post-test to participants (TPPL librarians). In addition, a formative evaluation of the **CHILÉ** Web site is being developed.

**IV. Problems/Corrective Actions**

*Lessons Learned/Significant Feedback*

No significant issues emerged this quarter. There is a general feeling that things aren't moving very fast, but in fact we are within our timeline projections for the most part.

**V. Projected Activities for Next Quarter**

Continue development of the **CHILÉ** Web site. The details are expected to be finalized this quarter and the underlying database populated.

Continue to seek participants for the **SOAHR** project.

Publicity/promotion will begin in earnest after the Web site graphics are completed and work can begin on the copy. Lists of health care providers will be compiled so that doctors, nurses, and others are informed of the **CHILÉ** project in advance and brochures can be placed in waiting rooms and the like.

The first workshop series will begin September 22 and be repeated 8 times on consecutive Friday mornings. Pre and post workshop tests will be administered, based on the 3 learning objectives.

Planning will begin on the 2<sup>nd</sup> series of workshops. The evaluations received from the 1<sup>st</sup> workshop will be useful in developing topics for the 2<sup>nd</sup> workshop.

The details of ILL and back-up support activities will be finalized.

Design a collection development system that will assist both AHSL and TPPL to collaboratively leverage their individual budgets for building consumer health collections that complement each other and support the needs of the community.

## **VI. Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports**

No activity this quarter.

## **VII. Appendix**

- Copies of: communications, materials produced, press releases, advertisements, articles for newsletters, etc.

Attached:

**CHILÉ** home page (unvetted version)

Workshop 1 outline

Workshop 1 PowerPoint presentation (first few slides only)

**Project Name:** HAWAII PARTNERSHIP FOR MEDLINE TRAINING

**Institution:** CONSUMER HEALTH INFORMATION SERVICE (CHIS)  
HAWAII MEDICAL LIBRARY (HML)

**Location:** HONOLULU, HI 96813

**Contact:** JOHN BREINICH, EXECUTIVE DIRECTOR  
HAWAII MEDICAL LIBRARY  
1221 PUNCHBOWL STREET  
HONOLULU, HI 96813  
PHONE: (808) 536-9302 EXT 106  
FAX: (808) 524-6956  
E-MAIL: breinich@hml.org

**Reporting Dates:** MAY 1, 2000 - AUGUST 31, 2000

**Date Submitted:** AUGUST 31, 2000

## Hawaii Partnership For Medline Training

### **I. Introduction**

Planning and curriculum development were the focus of this quarter's activities.

### **A. Description of Progress toward the Project's Major Objectives**

CHIS and the Hawaii State Public Library System (HSPLS) had its first planning meeting on April 20, 2000. Attending this meeting were CHIS librarians (Christine Sato, Tina Okamoto, Marlene Cuenco), HML's Executive Director (John Breinich), HML's Public Service Head (Judy Kearney), and HSPLS representatives (Susan Nakata, JoAnn Schindler, and Kathy Sterrett). The purpose of the meeting was to review the grant activities and institutional responsibilities for performance of these activities, and to establish objectives for the first quarter.

CHIS will:

- a. Prepare all reports.
- b. Develop and print the curriculum and training materials.
- c. Develop and print the search guide.
- d. Prepare and analyze the evaluation, including post-session follow-ups.
- e. Provide training sites for Honolulu.
- f. Provide the staff to conduct the workshops.
- g. Cover expenses for travel to the other islands.
- h. Promote and provide telephone reference assistance for project duration and after.
- i. Provide the computer hardware and Internet service connection.
- j. Present informational sessions about this project to HSPLS managers once the grant is awarded.
- k. Purchase computers based on HSPLS' computer specifications.

HSPLS will:

- a. Provide training sites for Maui, Hawaii, Kauai, Molokai, and outside of Honolulu.
- b. Select libraries to receive a computer.
- c. Provide furniture, space, and installation once the computers are received.

CHIS and HSPLS will:

- a. Work together to publicize the training workshops.
- b. Work together to publicize the computers purchased for selected libraries.

The first quarter objectives established at this meeting were:

1. HSPLS will provide workshop dates and training sites for Maui, Hawaii, Kauai, and Molokai. To be completed by July 31, 2000.
2. CHIS will develop the workshop curriculum and training materials (search guide, handouts, pre- and post-tests, workshop evaluation, workshop sign-in sheet). To be completed by Sept 9, 2000.
3. CHIS will present, on an as needed basis, informational sessions about this project to HSPLS Managers.
4. CHIS and HSPLS will design workshop flyers for distribution to all HSPLS libraries. To be completed by August 1, 2000.

A progress report meeting was held in July. As of August 30, 2000, all objectives have been met.

1. The training dates and sites are:

Hilo Public Library – September 21, 2000 (Hawaii)  
Thelma Parker Public & School Library – September 22, 2000 (Hawaii)  
Kailua-Kona Public Library – September 23, 2000 (Hawaii)  
Kahului Public Library – October 18, 2000 (Maui)  
Lihue Public Library – October 26, 2000 (Kauai)  
Molokai Public Library – November 16, 2000 (Molokai)

2. Curriculum and training materials are nearly complete.
3. HSPLS did not request any informational sessions.
4. Flyers were distributed to all HSPLS libraries. In addition, CHIS distributed flyers to community organizations, hospitals, and previous CHIS customers on Maui, Hawaii, Kauai, Maui, Molokai, and Lanai.

## **II. Loansome Doc/Document Delivery Activities**

Not applicable during this quarter.

## **III. Evaluation Activities**

Not applicable during this quarter.



**IV. Problems/Corrective Actions / Lessons Learned/Significant Feedback**

Not applicable during this quarter.

**V. Projected Activities for Next Quarter**

CHIS is responsible for:

1. Completion of curriculum – September 9, 2000
2. Completion and printing of all training materials – September 9, 2000
3. Completion of workshops on Hawaii, Maui, Kauai, and Molokai – November 16, 2000
4. Evaluation of the workshops held on Hawaii, Maui, Kauai, and Molokai – November 30, 2000.

**VI. Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports**

Not applicable.

**VII. Appendix**

Publications promoting the grant's activities:

1. Publicity Flyers
2. HML Newsletter
3. Annual Summary of CHIS Activities 1999/2000

**Access To Electronic Information  
Report to PSRML NN/LM**

**PlaneTree Health Library  
98 N. 17<sup>th</sup> Street  
San Jose, CA 95132  
[www.planetreesanjose.org](http://www.planetreesanjose.org)**

Candace Ford, Director  
Library: 408/977-4549  
Voicemail: 408/993-7109  
Email: [planetre@ix.netcom.com](mailto:planetre@ix.netcom.com)

Quarterly report: #2  
May 1, 2000 – July 31, 3000

## Description of Progress toward the Project's Major Activities

- Six meetings among key staff members of the three partners were held, during which we continued relationship building and discussion of strategies in the ongoing development and outreach activities of the new branch library.
  - Training and support of the Grail library assistant (part-time position funded through previous, non-NLM grant) from PlaneTree staff continued in May and June both by phone and onsite, with a focus on reference interview skills and the critical difference between advice and information.
  - Per diem outreach librarian position for PlaneTree was posted but remains unfilled; PlaneTree director is filling responsibilities as time allows.
  - Books and videos from the Grail collection were used as part of the once-a-month health focus for the Spanish-speaking women's support group, which meets every Friday at the Grail. This group of 10 women will be offered Internet instruction in Spanish at a later date.
  - Over 120 people browsed, borrowed, or researched the Grail library this quarter
  - The ongoing offer to provide PubMed training to health care professionals within the Gardner Family Health Network will be scheduled at a later date.
  - Seven volunteers for the Grail branch were successfully recruited from the neighborhood community and their first extended training regarding library resources and services, including basic Internet introduction, was conducted in July. This bilingual training was conducted by PlaneTree director and the Grail director who provided Spanish language translation.
  - Grail center staff and volunteers made suggestions regarding redesign of the health library handout--see exhibits (hard copy to come).
- I. PlaneTree has had Loansome Doc set up for some time. It will be used for purposes of this contract once training of professionals commences. The main PlaneTree library continues LD and other ILL services to consumers throughout the county.
- II. Evaluation activities are informal at this time. Replacement of the PlaneTree outreach librarian and the Grail library assistant positions (vacated June 1 and Aug 1 respectively) will allow resumption of evaluation components as planned.
- III. Problems encountered/Corrective Action:  
Changes in personnel continues to challenge PlaneTree at the Grail and this project. The PlaneTree position which included NN/LM outreach responsibilities remains unfilled (see previous report). The director is providing administrative and training services in the interim. Silicon Valley's job market is such that a part time librarian position at a non-profit setting is not attracting candidates. In addition, at the end of July, the community clinic network partner had major changes in strategic direction and had to terminate the library assistant position (funded through a previous grant). The replacement for that position will be funded through this contract and is actively being sought; since it requires bilingual fluency as well as computer and research experience, the position is difficult to fill. The project continues to thrive and grow, however, through the efforts of remaining PlaneTree staff and volunteers, as well as that of the Grail Community Center.
- IV. Projected activities for next quarter:  
1) Widen recruitment circles for open positions.

- 2) Follow up initial training of Grail library volunteers with minimum of two in-depth sessions. Schedule volunteer hours to staff library and include as part of Grail monthly calendar of activities distributed to surrounding neighborhoods and beyond.
- 3) Meet with Grail partner agency and staff from the onsite child care partner agency to determine additional health and family information services needed for parents and care providers.
- 4) Meet with Grail Technology Center manager regarding available software and his participation in the neighborhood-based branch library web design effort planned through this project.

V. Lessons Learned:

Anecdotal evidence of the impact of starting a small health library with electronic access in the middle of a community center continues. When planning the steps needed to empower especially underserved minority populations, it is critical that we not assume any particular levels of understanding about information and how it is organized. This realization was underscored with a brief presentation from a shy young woman at the end of a training session. When it was her turn to talk about what she had learned, she said in halting English: “Tonight I learned about something called an ‘in-dex.’ You don’t have to read the whole book when you want to find something. The index is in the back of the book. You look for the thing you want and it gives you a page number. When you find the page in the book, that’s where you can start reading.”

# **OUTREACH REPORTING FORM MAY 2000**

(Reporting forms should be included with Quarterly Reports)

## **1. DATE OF ACTIVITY:**

May 26, 2000

## **2. TYPE OF ACTIVITY:**

☒ NLM SYSTEM  
SESSION  
☒ OTHER INTERNET  
SESSION

☐ TECHNOLOGY  
AWARENESS  
☐ TRAIN THE TRAINER

## **☒ OTHER (PLEASE SPECIFY):**

Also, an in-depth tour of PlaneTree branch library at Grail Community Resource Center; discussion of similarities and differences between Grail and the PlaneTree area under development at Andrew Hill High School Library

## **3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:**

PlaneTree

## **4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:**

PlaneTree

## **5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:**

Medical Magnet Program – Andrew High School, San Jose  
Grail Community Resource Center

## **6. LOCATION WHERE ACTIVITY OCCURRED:**

Grail Community Resource Center

### **A. CITY**

San Jose

### **B. STATE** CA

### **C. ZIP CODE** 95116

### **D. COUNTY**

Santa Clara

### **E. CONGRESSIONAL DISTRICT**

#5

## **7. LENGTH OF ACTIVITY (HOURS):**

2.5 hours

## **8. HANDS ON PRACTICE**

☒ YES

☐ NO

## **9. CEU**

☐ YES

☐ NO

## **CME**

☐ YES

☐ NO

☒ NOT APPLICABLE

## **10. SIGNIFICANT**

## **NUMBER OF**

## **MINORITIES**

## **PRESENT (>50%)**

☐ YES

☒ NO

## **11. NUMBER OF PERSONS WHO ATTENDED:**

2

### **CATEGORY**

### **AFFILIATED**

### **UNAFFILIATED<sup>1</sup>**

### **UNKN OWN**

PHARMACISTS

ALLIED HEALTH PROFESSIONALS

LIBRARIANS

CONSUMERS

OTHERS (PLEASE SPECIFY)

Program administrator from medical magnet program at high school; staff member from Grail

UNIDENTIFIED HEALTH PROFESSIONALS

**TOTAL**

**2**

**12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:** Candace Ford, PlaneTree Health Library, San Jose (408/993-7109)

**OUTREACH REPORTING FORM MAY 2000**

(Reporting forms should be included with Quarterly Reports)

**1. DATE OF ACTIVITY:** July 25, 2000

**2. TYPE OF ACTIVITY:**

<input type="checkbox"/> NLM SYSTEM SESSION	<input type="checkbox"/> TECHNOLOGY AWARENESS	<input checked="" type="checkbox"/> OTHER (PLEASE SPECIFY): Initial training of new volunteers who had expressed interest in learning more about the health library and could volunteer a minimum of 3 hrs per week. This session included "over the shoulder" observation of trainer using library's pc to access the San Jose PlaneTree website and several health links; as a first session for non-library users, we focused on the more familiar books and videos in the Grail branch collection.
<input checked="" type="checkbox"/> OTHER INTERNET SESSION	<input type="checkbox"/> TRAIN THE TRAINER	

**3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY:**

PlaneTree

**4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:**

PlaneTree

**5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:**

Grail Community Resource Center

**6. LOCATION WHERE ACTIVITY OCCURRED:**

Grail Community Resource Center

<b>A. CITY</b> San Jose	<b>B. STATE</b> CA	<b>C. ZIP CODE</b> 95116
<b>D. COUNTY</b> Santa Clara	<b>E. CONGRESSIONAL DISTRICT</b> 5 <sup>th</sup>	
<b>7. LENGTH OF ACTIVITY (HOURS):</b> 3 hours	<b>8. HANDS ON PRACTICE</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
<b>9. CEU</b> <input type="checkbox"/> YES <input type="checkbox"/> NO <b>CME</b> <input type="checkbox"/> YES <input type="checkbox"/> NO  <input checked="" type="checkbox"/> NOT APPLICABLE	<b>10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (&gt;50%)</b> <input checked="" type="checkbox"/> YES (100%) <input type="checkbox"/> NO	

**11. NUMBER OF PERSONS WHO ATTENDED:** 7

CATEGORY	AFFILIATED	UNAFFILIATED <sup>1</sup>	UNKNOWN
LIBRARIANS			
CONSUMERS			7
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
<b>TOTAL</b>			<b>7</b>

**12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:** Candace Ford , Planetree Health Library,  
San Jose (408/993-7109) \_\_\_\_\_

Attachment Insert #2 Planetree





## **CAMIL 3 Project Quarterly Report**

Project: CAMIL 3  
*Institution:* Savitt Medical Library, University of Nevada  
Reno, Nevada

Purchase order #: 5415-G-BB347-00

Submitted by: Joan Zenan, Principal Investigator  
Savitt Medical Library/306  
University of Nevada School of Medicine  
Reno, NV 89557-0046  
(775) 784-4625

First Quarterly Report for September 1 – 30, 2000.

December 15, 2000

## **CAMIL 3 Project**

### **I. Introduction**

Description of Progress Toward the Projects Major Objectives

#### **A. Administrative Activities**

An official university grant account was opened (1361-119-1953). CAMIL 3 accounting and report files were set up in the Savitt Medical Library office.

#### **B. Planning Activities**

Joan Zenan and Gerald Ackerman, principal investigators, met and discussed the hardware purchase process. Joan also met with Ned Chaney, Technical Systems Coordinator, to sketch out the hardware configurations needed for each site. Ned will produce a detailed equipment purchase list with associated costs in the next quarter.

#### **C. Publicity/Marketing Activities**

Gerald made contact with 3 site coordinators (Alamo, Battle Mountain, Caliente) to discuss the timing for equipment installation. He will contact the remaining 5 site coordinators next quarter.

#### **D. Training/Demonstration Sessions – None this quarter**

#### **E. Exhibits (if applicable) - N/A**

### **II. Loansome Doc/Document Delivery Activities – None this quarter**

### **III. Evaluation Activities – None this quarter**

### **IV. Problems/Corrective Action – N/A**

### **V. Lessons Learned/Significant Feedback – N/A**

### **VI. Projected Activities for Next Quarter**

- Equipment will be purchased and installed at the Battle Mountain General Hospital-Battle Mountain Clinic, Battle Mountain, NV, and in the Grover C. Dils Hospital-Lincoln County Clinic in Caliente, NV. Ned Chaney will produce a detailed equipment purchase list for the remaining 6 sites.
- Gerald will contact the site coordinators for the remaining 5 sites to start the planning for equipment installation. Gerald and Joan will meet to continue administrative planning. They will also meet with Terry Henner to plan training efforts for Battle Mountain and Caliente.
- Terry will attend the Nevada/California Rural Health Conference in Minden and give a training session for attendees from rural Nevada clinics and hospitals.

**V. Reporting Forms for Training/Demonstration sessions and/or Exhibit Reports – N/A**

**VI Appendix - N/A**

## **APPENDIX B**

### **Consumer Health Information Pilot Project (Interim Report)**

In February 1999, the Pacific Southwest Regional Medical Library (PSRML), with outreach funding from the National Library of Medicine, launched a pilot project in collaboration with the California State Library and the Del E Webb Memorial Library of Loma Linda University. The overall goal of the project was to facilitate the ability of public library staff in Riverside City libraries, both main and branch, to answer consumer health questions. The project included the development of (1) core lists of health materials for public library pilot sites in the City of Riverside, and (2) a series of training modules to assist public librarians in providing consumer health information.

The California State Library provided funds for consumer health materials to be added to these public library pilot site collections. The training modules, based on the successful California Opportunities for Reference Excellence (CORE) workshops, are Health Reference, Print Based Consumer Health Resources, and Internet Based Consumer Health Resources. It was anticipated that this pilot project would serve as a basis for additional regional initiatives in the area of consumer health information access.

The project was publicized through presentations at the California Library Association Annual Conference in November 1999, and at the Joint Meeting of the Medical Library Group of Southern California and Arizona and the Northern California and Nevada Medical Library Group in February 2000. Project resources can be found at the Consumer Health Information for California link on the Consumer Health Information Services page of the PSRML web site at <http://www.nlm.nih.gov/psr/chi/>.

In order to extend the pilot project, additional funding in the amount of \$7,000 was requested by Loma Linda University and granted from the California State Library to provide training to public librarians in the Tierra del Sol Library Network (Region 5 of the Library of California). This Network includes Imperial, Inyo, Riverside, San Bernardino, and San Diego counties. The funding covered the salaries of project personnel, a training book set, room rental fees, and class materials to conduct eight training sessions at five locations in Region 5. PSRML facilitated this extended effort by preparing a business plan and coordinating/scheduling the transfer training sessions at public library sites. During the summer, Barbara Will of the California State Library indicated that additional funding might be available for consumer health materials for those libraries that sent staff to the transfer training sessions. A supplemental grant of \$158,250 (from Library State Technology Act funds) was awarded to Loma Linda University to order, purchase, and distribute these materials. PSRML assisted this effort through the preparation and distribution of order forms to the public libraries, and by working with the directors of the public library Cooperative Library Systems to coordinate book orders in a timely way. The period of performance for this extended project was 6/1/2000 to 9/30/2000. A final report is being drafted and will be provided to NLM and to the California State Library.

Heidi Thiessen Sandstrom, RN, MLIS  
Coordinator  
Consumer Health Information Services, PSRML

CALIFORNIA  
STATE LIBRARY  
FOUNDED 1850

September 15, 2000

David W. Rios, Director  
Del E. Webb Memorial Library  
Loma Linda University  
11072 Anderson Street  
Loma Linda, CA 92350-0001

Dear Mr. Rios:

Thank you for continuing your support for the joint effort of the California State Library and the National Network of Libraries and Medicine - Pacific Southwest Region. You and your staff have done excellent work in the identification of key consumer health resources and in the training of public librarians in their use.

The State Library has supplemented the original grant to allow a total of \$158,250 for consumer health materials for the public library sites sending staff members to the training sessions. Our understanding is that Loma Linda University will retain 20% of that amount for staff work and shipping/handling fees involved in collection acquisition. All orders must be placed by September 30 and liquidated by November 15. It is also our understanding that the Pacific Southwest Region will cover costs for Loma Linda to conduct additional training sessions later this year, so enabling more public library sites to receive library collections.

Again, thanks so much for all you have done. We'll have better health services for Californians as a result of this collaborative project.

**Sincerely,**

Barbara Will, Network Coordinator  
California State Library

cc: Heidi Sandstrom, Pacific Southwest Region  
Kathy Aaron, Inland Library System  
Sue Swisher, Serra Cooperative Library System  
Donna Truong, Peninsula Library System

Library - Courts Building

P.O. Box 9428

Sacramento, CA

94237-0001

**APPENDIX C**  
**Outreach Reporting Forms**

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 7, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Association of American Indian Physicians			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Tucson	B. STATE AZ	C. ZIP CODE 85718	
D. COUNTY Pima	E. CONGRESSIONAL DISTRICT 5th		
7. LENGTH OF ACTIVITY (HOURS) 1 Hour	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CME <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physicians			3
UNIDENTIFIED HEALTH PROFESSIONS			5
TOTAL			8

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu  
310-825-2183



<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 14, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Annual Postgraduate Refresher Course			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Kaanapali Beach	B. STATE HI	C. ZIP CODE 96761	
D. COUNTY Maui	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY 2 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CME <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physicians			12
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			12

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu  
310-825-1200

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 15, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Annual Postgraduate Refresher Course			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Kaanapali Beach	B. STATE HI	C. ZIP CODE 96761	
D. COUNTY Maui	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY 2 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CME <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physicians			8
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			8

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu  
310-825-1200

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 16, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Annual Postgraduate Refresher Course			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Kaanapali Beach	B. STATE HI	C. ZIP CODE 96761	
D. COUNTY Maui	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY 2 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CME <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physicians			3
UNIDENTIFIED HEALTH PROFESSIONS			
<b>TOTAL</b>			<b>3</b>

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu  
310-825-1200

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 16, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Annual Postgraduate Refresher Course			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Kaanapali Beach	B. STATE HI	C. ZIP CODE 96761	
D. COUNTY Maui	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY 2 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CME <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physicians			8
Pharmacist			1
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			9

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu  
310-825-1200

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 17, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Annual Postgraduate Refresher Course			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Kaanapali Beach	B. STATE HI	C. ZIP CODE 96761	
D. COUNTY Maui	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY 2 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CME <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physicians			7
Pharmacist			1
UNIDENTIFIED HEALTH PROFESSIONS			
<b>TOTAL</b>			<b>8</b>

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu  
310-825-1200

<b>OUTREACH REPORTING FORM</b> (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: August 18, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Annual Postgraduate Refresher Course			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Kaanapali Beach	B. STATE HI	C. ZIP CODE 96761	
D. COUNTY Maui	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY 2 hours (HOURS)	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO CME <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)		
11. NUMBER OF PERSONS WHO ATTENDED:			
<b>CATEGORY (List by profession or specialty)</b>	<b>AFFILIATED</b>	<b>UNAFFILIATED*</b>	<b>UNKNOWN</b>
Physicians			12
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL			12

\* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu  
310-825-1200

## **APPENDIX D**

### **Exhibit Reports**

## Exhibit Report

Date: July 26, 2000  
Submitted By: Clair Kuykendall  
Exhibit:  
    Name of Meeting: ASTHO/NACCHO  
                          Association of State and Territorial Health Officials/  
                          National Association of County and City Health Officials  
    Location: Los Angeles, CA  
    Dates: 7/19 - 21/00  
    Staff: Clair Kuykendall  
           Claire Hamasu  
    Number of Registrants: 2,500  
    Number of Exhibits: TBA

	<u>NLM Product Demonstrations</u>	<u>Total Visitors</u>
7/19/00	0	11
7/20/00	6	20
7/21/00	2	23
Totals:	8	54

### Exhibit Summary:

- We submitted a paper for presentation at this meeting, but it was not accepted.
- We had a single booth, with a workstation set up, and a long table for information packets and pens, bookmarks, etc.
- Our booth location was fairly good; we were situated between the main entrance to the exhibit hall and the buffet tables.
- No other vendors of database services exhibited.

### Problems:

- Unfortunately (presumably because the meeting was such a small one), there were rarely lines stretching back from the buffet tables, so attendees passed us by very quickly on their way to the refreshments. On the occasions when there was a line, we chatted with attendees as they stood by our booth.

### User Feedback:

- The Public Health Department in Tennessee indicated that they are learning to use all the NLM databases through the Vanderbilt Partnership project. This is one of the Partnership participants that stopped by the booth to express their appreciation for the library's outreach efforts. Recipients of Partnership grants from Nevada, Connecticut and Tennessee also visited the booth.



- Many public health officials have never heard of MEDLINE; those who are aware of it often believe that MEDLINE is available only to physicians.
- An attendee stopped by the booth visit. He said he was from Maryland and had used the NLM's facilities a great deal; he indicated that he considers the NLM "a great resource" and came over to visit us because he was intrigued by the NLM Pacific Southwest Region sign.
- Another visitor said simply "Thank you all!" and told us that she recommends the NLM's services to others.

Recommendations:

I recommend that we exhibit at this meeting again in future years. We were unpleasantly surprised to find how many public health officials are not aware of the resources offered by NLM, or believe that only physicians have access to them. Exhibiting at public health meetings should serve to raise NLM's visibility with this potential user group, and support the NLM's public health initiative.

<b>Meeting:</b> ASTHO/NACCHO Joint Meeting	<b>Dates:</b>
<b>City:</b> Anaheim, CA	7/19 - 7/21
	<b>Amounts:</b>
<i><b>Exhibit Expenses</b></i>	
Space Rental	\$700.00
Freight	\$69.50
Drayage	
Labor	
Electricity	
Phones	\$275.00
Tables	\$331.25
Chairs	\$55.50
Carpets	\$193.50
Trash Cans	\$10.00
Computer Rentals	\$108.25
Design & Printing	
Literature Stand	
Advertising	
Miscellaneous	
<b>Sub-Total</b>	<b>\$1,743.00</b>
<i><b>Travel Expenses</b></i>	
Air Travel	
Ground Transportation	
Accommodations	
Meals	
Parking	
<b>Sub-Total</b>	<b>\$0.00</b>
<b>GRAND TOTAL</b>	<b>\$1,743.00</b>

## EXPLORE HEALTH INFORMATION RESOURCES ON THE INTERNET!

FREE From the National Library of Medicine  
**[www.nlm.nih.gov](http://www.nlm.nih.gov)**

### MEDLINE®

NLM offers **PubMed** and **Internet Grateful Med**, two free systems to search MEDLINE®. They both:

- Provide an easy way to search the 11 million references and abstracts in the MEDLINE® database;
- Use PubMed's retrieval engine to link to about 400 journals for full text of articles (some publishers may require a subscription) and provide pre-computed sets of relevant MEDLINE® articles;
- Offer NLM's Medical Subject Headings for searching; and
- Use Loansome Doc for document delivery services (there may be local charges).

#### PubMed

**[www.ncbi.nlm.nih.gov/PubMed/](http://www.ncbi.nlm.nih.gov/PubMed/)**

Also has links to molecular biology databases of DNA/protein sequences and 3-D structure data.

#### Internet Grateful Med

**[igm.nlm.nih.gov/](http://igm.nlm.nih.gov/)**

Also provides access to other NLM databases on AIDS, bioethics, history of medicine, toxicology, health services research, and other topics.

### MEDLINE<sup>plus</sup> - Resources for the Health Information Consumer

**[www.nlm.nih.gov/medlineplus](http://www.nlm.nih.gov/medlineplus)**

MEDLINE<sup>plus</sup> directs the lay person to resources containing information that will help research their health questions. The latest information is available with links to pre-configured MEDLINE® searches. Health consumers are encouraged to discuss search results with their health care professional.

## OTHER INTERNET SITES OF INTEREST

### ORGANIZATIONS

#### **ASTHO (Association of State and Territorial Health Officials)**

[www.astho.org/](http://www.astho.org/)

The Association of State and Territorial Health Officials (ASTHO) is a non-profit public health organization that represents the leaders of State and Territorial health agencies.

#### **NACCHO (National Association of County and City Health Officials)**

[www.naccho.org/](http://www.naccho.org/)

NACCHO is a nonprofit membership organization serving all of the nearly 3,000 local health departments nationwide—in cities, counties, townships, and districts. NACCHO provides education, information, research, and technical assistance to local health departments and facilitates partnerships among local, state, and federal agencies in order to promote and strengthen public health.

#### **American Public Health Association**

[www.apha.org/](http://www.apha.org/)

APHA has been influencing policies and setting priorities in public health for over 125 years. Throughout its history it has been in the forefront of numerous efforts to prevent disease and promote health.

#### **National Institutes of Health**

[www.nih.gov/](http://www.nih.gov/)

The National Institutes of Health is one of the world's foremost medical research centers, and the Federal focal point for medical research in the U.S. The NIH mission is to uncover new knowledge that will lead to better health for everyone. NIH works toward that mission by: conducting research in its own laboratories; supporting the research of non-Federal scientists in universities, medical schools, hospitals, and research institutions throughout the country and abroad; helping in the training of research investigators; and fostering communication of medical information.

#### **Centers for Disease Control and Prevention**

[www.cdc.gov](http://www.cdc.gov)

The Centers for Disease Control and Prevention (CDC), located in Atlanta, Georgia, USA, is an agency of the Department of Health and Human Services. The CDC's Mission is to promote health and quality of life by preventing and controlling disease, injury, and disability.

#### **Agency for Health Care Research and Quality**

[www.ahrq.gov/](http://www.ahrq.gov/)

The Agency for Healthcare Research and Quality (AHRQ) research provides evidence-based information on health care outcomes; quality; and cost, use, and access. Information from AHRQ's research helps people make more informed decisions and improve the quality of health care services. AHRQ was formerly known as the Agency for Health Care Policy and Research.

#### **Demographic Research Unit**

[www.dof.ca.gov/html/Demograp/druhpar.htm](http://www.dof.ca.gov/html/Demograp/druhpar.htm)

This site provides access to demographic research and analysis. The Demographic Research Unit produces current population estimates, projections of future population and school enrollment. The agency disseminates census data. Some vital statistics are available. A list of publications is available.

#### **National Center for Health Statistics**

[www.cdc.gov/nchs/about.htm](http://www.cdc.gov/nchs/about.htm)

The National Center for Health Statistics (NCHS) is a part of the Centers for Disease Control and Prevention, U.S. Department of Health and Human Services. To meet priority data needs for public health, NCHS works closely with other Federal agencies as well as researchers and academic institutions. NCHS data systems

**National Institute on Aging**[www.nih.gov/nia/](http://www.nih.gov/nia/)

The National Institute on Aging (NIA), one of the 25 institutes and centers of the National Institutes of Health, leads a broad scientific effort to understand the nature of aging and to extend the healthy, active years of life. In 1974, Congress granted authority to form the National Institute on Aging to provide leadership in aging research, training, health information dissemination, and other programs relevant to aging and older people. Subsequent amendments to this legislation designated the NIA as the primary federal agency on Alzheimer's disease research.

**LCDC (Laboratory Centre for Disease Control)**[www.hc-sc.gc.ca/hpb/lcdc/about\\_e.html](http://www.hc-sc.gc.ca/hpb/lcdc/about_e.html)

The Laboratory Centre for Disease Control (LCDC) is Canada's national office for the identification, investigation, prevention and control of human disease. LCDC is one of the directorates within the Health Protection Branch (HPB) of Health Canada, and a key component of the federal government's mandate for public health protection.

**PUBLICATIONS ONLINE****Journal of Health Politics, Policy and Law**[www.jh ppl.org/](http://www.jh ppl.org/)

This quarterly, multidisciplinary publication contains original scholarly articles. This site provides access to article abstracts for all issues from 1995 to date. The site also provides access to instructions to authors, and access to 20 year cumulative author and searchable subject indexes.

**Health, United States**[www.cdc.gov/nchs/products/pubs/pubd/hs/hs.htm](http://www.cdc.gov/nchs/products/pubs/pubd/hs/hs.htm)

The Secretary of the Department of Health and Human Services' (DHHS) annual report on the health status of the Nation.

**Healthy People 2000**[www.cdc.gov/nchs/products/pubs/pubd/hp2k/hp2k.htm](http://www.cdc.gov/nchs/products/pubs/pubd/hp2k/hp2k.htm)

This annual report presents statistical progress toward each of the Healthy People 2000 goals Full text (.pdf) files linked to this list: Healthy People 2000 Review 1994 through most recent issue. Note: The 1992 Healthy People 2000 Review was issued bound with Health, United States, 1992.

**Emerging Infectious Diseases**[www.cdc.gov/ncidod/eid/index.htm](http://www.cdc.gov/ncidod/eid/index.htm)

Emerging Infectious Diseases is a peer-reviewed journal established expressly to promote the recognition of new and reemerging infectious diseases around the world and improve the understanding of factors involved in disease emergence, prevention, and elimination. The journal has an international scope and is intended for professionals in infectious diseases and related sciences.

**British Medical Journal**[www.bmj.com/index.shtml](http://www.bmj.com/index.shtml)

This site contains the full text of all articles published in the weekly BMJ from January 1994. In addition it contains material which is unique to the web site. Access to the entire site is free, and we will give at least six months' notice of any change in policy.

**New England Journal of Medicine (partial)**[www.nejm.org/content/index.asp](http://www.nejm.org/content/index.asp)

The New England Journal of Medicine On-line now offers subscribers access to full text plus several additional features. The Journal On-line continues to offer to all users many selections from the Journal, including abstracts of all scientific articles.

## META DIRECTORIES OF MEDICAL SITES

BioSites	<a href="http://www.library.ucsf.edu/biosites">www.library.ucsf.edu/biosites</a>
Hardin Meta Directory	<a href="http://www.lib.uiowa.edu/hardin/md/surg.html">www.lib.uiowa.edu/hardin/md/surg.html</a>
MedWeb	<a href="http://www.MedWeb.Emory.Edu/MedWeb/default.htm">www.MedWeb.Emory.Edu/MedWeb/default.htm</a>

## INTERNET SEARCHING SKILLS ENHANCEMENT

*These sites can assist you in developing your WorldWideWeb searching skills:*

Netscape Navigator Handbook	<a href="http://home.netscape.com/eng/mozilla/3.0/handbook/">home.netscape.com/eng/mozilla/3.0/handbook/</a>
Internet Tutorial	<a href="http://www.msn.com/tutorial/default.html">www.msn.com/tutorial/default.html</a>
The <i>Times</i> Internet Academy	<a href="http://www.latimes.com/HOME/NEWS/BUSINESS/ACADEMY">www.latimes.com/HOME/NEWS/BUSINESS/ACADEMY</a>
Denison Library Online Handouts	<a href="http://www.UCHSc.edu/library/webclass3.html">www.UCHSc.edu/library/webclass3.html</a>

## Exhibit Report

Date: September 1, 2000

Submitted By: Clair Kuykendall

### Exhibit:

Name of Meeting: American Association of Diabetes Educators

Location: San Diego, CA

Dates: 8/10 - 13/00

Staff: Heidi Sandstrom and Clair Kuykendall

Number of Registrants: 3,500

Number of Attendees: 2,809

Number of Exhibits: 220

	<u>NLM Product Demonstrations</u>	<u>Total Visitors</u>
8/10/00	35	132
8/11/00	38	140
8/12/00	14	37
Totals:	87	309

### Exhibit Summary:

There were no pre-exhibit meetings or marketing efforts at this meeting.

We had a single booth, with one workstation set up, and a long table for information packets and pens. In addition to our usual NLM graphics, we printed out color copies of various patient education materials available via MEDLINE*plus*.

Logistically, our booth location was not ideal, as it was not near the main entrance, on one of the primary aisles, or near one of the large pharmaceutical booths. However, we benefited from our neighboring booths, which were popular. Across from the PSRML booth were: a booth offering free samples of diabetic-safe desserts; the National Certification Board for Diabetes Educators (this organization featured a drawing which attracted many visitors each day); and a featured speaker's book signing, which drew a large group of attendees. Next to us was the 3M booth, which drew a number of visitors due to its skin health/wound care products.

In addition to the "incidental" visitors attracted to our neighboring booths, and the general flow of exhibit traffic, three different visitors visited us specifically to deliver enthusiastic comments about NLM services, such as "PubMed saved my life when I was working on my Master's thesis!"

No other vendors of database services exhibited.

### User Feedback:

- Many of our visitors were pleased to learn about MEDLINE*plus*, and impressed at the educational materials that they could print out for their patients.
- As mentioned above, several visitors had used MEDLINE extensively during graduate school, and made a point of stopping by to express their enthusiasm and thanks.
- One visitor remarked that "this is the best thing I've seen all day."

Recommendations:

I recommend that we exhibit at this meeting again in future years. Our exhibit was well attended, and our demonstrations and handouts were enthusiastically received.



<b>Meeting:</b> Amer. Assoc. of Diabetes Educators	<b>Dates:</b>
<b>City:</b> San Diego, CA	8/10 - 13/00
	<b>Amounts:</b>
<b><i>Exhibit Expenses</i></b>	
Space Rental	\$875.00
Freight	\$83.00
Drayage	
Labor	
Electricity	\$72.50
Phones	\$250.00
Tables	\$78.50
Chairs	\$97.00
Carpets	\$184.50
Trash Cans	
Computer Rentals	\$161.63
Design & Printing	
Literature Stand	
Advertising	
Miscellaneous (vacuuming, etc.)	\$42.00
<b>Sub-Total</b>	<b>\$1,844.13</b>
<b><i>Travel Expenses</i></b>	
Air Travel	
Ground Transportation	
Accommodations	
Meals	
Parking	
<b>Sub-Total</b>	<b>\$0.00</b>
<b>GRAND TOTAL</b>	<b>\$1,844.13</b>



# Medical Information At Your Fingertips

## **Where can I find good Diabetes information on the Internet?**

### **American Diabetes Association**

**[www.Diabetes.org/](http://www.Diabetes.org/)**

The ADA is the nation's leading nonprofit health organization providing Diabetes research, information and advocacy. The mission of the organization is to prevent and cure Diabetes, and to improve the lives of all people affected by Diabetes. To fulfill this mission, the ADA funds research, publishes scientific findings, provides information and other services about Diabetes.

### **National Institute of Diabetes & Digestive & Kidney Disease**

**[www.niddk.nih.gov/index.htm](http://www.niddk.nih.gov/index.htm)**

The NIDDK conducts and supports basic and clinical research through grants and awards. Its on-line and printed publications include information specific to a variety of ethnic groups, along with Spanish-language and easy-to-read resources.

### **National Diabetes Information Clearinghouse**

**[www.niddk.nih.gov/health/Diabetes/ndic.htm](http://www.niddk.nih.gov/health/Diabetes/ndic.htm)**

The NDIC is an information dissemination service of the NIDDK, established to increase knowledge and understanding about Diabetes among patients, health care professionals, and the general public. The NDIC responds to inquiries about Diabetes, and provides publications about all aspects of Diabetes, provided free of copyright, in varying reading levels.

### **Centers for Disease Control and Prevention**

**[www.cdc.gov/](http://www.cdc.gov/)**

The CDC's mission is "to promote health and quality of life by preventing and controlling disease, injury, and disability." The CDC web site features a variety of information about Diabetes, including national reports suitable for research and education.

**Juvenile Diabetes Foundation****[www.jdf.org/](http://www.jdf.org/)**

The JDF is the world's leading nonprofit, non-governmental funder of Diabetes research. Founded in 1970 by parents of children with Diabetes, JDF's mission is to find a cure for Diabetes and its complications through the support of research.

**Office of Minority Health Resource Center****[www.omhrc.gov/](http://www.omhrc.gov/)**

The OMH was created by the U.S. Department of Health and Human Services (HHS) in 1985 as a result of the Report of the Secretary's Task Force on Black and Minority Health. Its mission is to improve the health of racial and ethnic populations through the development of effective health policies and programs that help to eliminate disparities in health.

**The Diabetes Mall****[www.Diabetesnet.com/](http://www.Diabetesnet.com/)**

The Diabetes Mall offers a weekly on-line newspaper, research reports, links to other Diabetes resources, and on-line shopping for Diabetes-related products.

**American Association of Diabetes Educators****[www.aadenet.org/](http://www.aadenet.org/)**

The AADE is a multidisciplinary organization of health professionals who teach people with Diabetes. It is dedicated to advancing the role of the Diabetes educator and improving the quality of Diabetes education and care.

**How can I tell if I've found good information on the Internet?**

Ask yourself if a Web site meets the following guidelines:

- Information content is of good quality, authoritative, accurate and current
- Information provided is readable, well-organized and easy to use
- Links are evaluated/reviewed/quality-filtered
- The purpose of the site is educational, and is not selling a product or service
- The site is available and maintained

**What is the NN/LM?**

The mission of the National Network of Libraries of Medicine (NN/LM) is to provide equal access to biomedical information to all U.S. health professionals and to the general public, in order to advance the progress of medicine and improve the public health. This program is coordinated by the National Library of Medicine, and carried throughout a nationwide network of health science libraries and information centers.

## Exhibit Report

Date: September 20, 2000

Submitted By: Heidi Sandstrom

Exhibit:

Name of Meeting: Los Angeles Times Festival of Health  
Location: Los Angeles, CA  
Dates: 9/16/00 - 9/17/00  
Staff: Heidi Sandstrom, Clair Kuykendall, Claire Hamasu,  
Alison Bunting, Brian Brown, Beth Araya  
Total Exhibitors: 121  
Total Registrants: 27,000

**TOTAL ATTENDEES: \* 30,000 \*OBTAINED FROM THE LA TIMES  
FOLLOWING THE FESTIVAL**

Day & Date	NLM Demos	Visitors
Saturday 9/16/00	50	198
Sunday 9/17/00	64	217
Totals:	<b>114</b>	<b>415</b>

This was the second annual Los Angeles Times Festival of Health, offered in association with the University of Southern California (USC) and a number of other sponsors. The Festival was held on the campus of USC, located near downtown Los Angeles.

Exhibits were housed in tented booths on the campus. PSRML demonstrated NLM products and services on two workstations, and offered visitors a variety of handouts in both English and Spanish. We focused primarily on MEDLINE*plus*, as this was a consumer health event, although we also demonstrated MEDLINE, ClinicalTrials, etc., as appropriate to the individual.

We had steady traffic both days of the Festival, with a high level of interest in our consumer health resources. At the 1999 Festival, a surprisingly large portion of our visitors did not have Internet access. Therefore, this year we brought flyers from the local public library systems (Los Angeles City and County), and informed visitors as appropriate that their local public library branch could assist them with use of the library's public terminals, and with finding health information resources in general. The Los Angeles County Public Library system features a program specifically oriented to consumer health information: Consumer Health Information and Programs (CHIPS), which we highlighted for those visitors without Internet access. This year, very few visitors indicated that they do not have Internet access. It is not clear whether this change indicates that a higher percentage of Los Angeles' population has internet access, or whether the demographics of the visitors may be different from last year (there is currently a public transit strike in Los Angeles, which may have prevented lower-income individuals from being able to attend).

Heidi Sandstrom participated in a panel discussion titled “eHealth” on Sunday of the Festival. Other panelists were Mary Cain, a director at the Institute for the Future, and Dr. Douglas Bell, an assistant professor in residence at the UCLA School of Medicine. Marta Waller, a news anchor with KTLA, a local television station, moderated the panel. About 40 people attended this session. Ms. Sandstrom gave a brief presentation on NLM consumer health information initiatives, highlighting NLM and other quality web sites, and addressing evaluation of Internet resources. She distributed the *Be Well. Be Informed.* handout along with bookmarks and pens. Several attendees gave very positive feedback at the end of the session, and afterwards, when they visited the booth and sent email.

User Feedback: Our visitors overall were enthusiastic about the NLM's resources for consumers. One man, having found information about his own medical condition said, "This alone was worth the trip!"

Problems: Our one real problem this year was heat; Los Angeles was experiencing a heat wave over the Festival weekend, and temperatures outside the tented booths averaged 110°; temperatures inside the tent were even higher, making it difficult for visitors to stay for long. Also, the glare of the sun made it difficult at times to view the monitors.

Recommendations: I would definitely recommend exhibiting at the Festival of Health in upcoming years, as it provides an excellent outreach opportunity to a large pool of consumers we might not meet otherwise. In future years, I would suggest formatting our display differently (e.g., using a small tabletop display, rather than a full-size pop-up), so that we could open the back of the tent and have a fan blowing. Temperatures were a problem last year as well (when we were not in the midst of a heat wave), and these measures would improve the temperature considerably, making the booth more hospitable for our visitors. We will provide feedback on these issues to the Festival coordinators.

<b>Meeting:</b> Los Angeles Times Festival of Health	<b>Dates:</b>
<b>City:</b> Los Angeles, CA	9/16/00 - 9/17/00
	<b>Amounts:</b>
<b><i>Exhibit Expenses</i></b>	
Space Rental	\$1,500.00
Freight	\$280.00
Drayage	\$120.00
Labor	
Electricity	\$50.00
Phones	\$600.00
Furniture	\$25.00
Carpets	
Trash Cans	
Computer Rentals	\$270.63
Design & Printing	\$27.75
Literature Stand	
Advertising	
Miscellaneous (vacuuming, etc.)	
<b>Sub-Total</b>	<b>\$2,873.38</b>
<b><i>Travel Expenses</i></b>	
Air Travel	
Transportation (Milage for Sandstrom and Hamasu)	<b>\$34.45</b>
Accommodations	
Meals	
Parking	
<b>Sub-Total</b>	<b>\$34.45</b>
<b>GRAND TOTAL</b>	<b>\$2,907.83</b>



National Network of  
Libraries of Medicine

*Pacific Southwest Region*

**BE WELL. BE INFORMED.**

Where can I find good consumer health information on the Internet?

**MEDLINEplus**

<http://medlineplus.gov/>

MEDLINEplus is the **National Library of Medicine's** web site for **FREE** consumer health information. It is a selective list of authoritative health information resources from the National Institutes of Health (NIH) and other organizations. You will find the following information in MEDLINEplus :

- ◆ **Health Topics** - Information on conditions, diseases and wellness, plus an illustrated medical encyclopedia (adam.com™)
- ◆ **Drug information** - On more than 9,000 generic and brand name prescription and over-the-counter drugs (from USP DI, Volume II, "Advice for the Patient")
- ◆ **Clinical Trials** - Information about clinical research studies can be found on links from the health topics pages to the NIH *ClinicalTrials.gov* site
- ◆ **Dictionaries** - Spellings and definitions of medical terms
- ◆ **Directories** - Locations and credentials of doctors, dentists and hospitals
- ◆ **Other Resources** - Access to organizations, consumer health libraries, publications, MEDLINE, and more

**Where can I find research information used by doctors, nurses, dentists, pharmacists and other health professionals?**

**MEDLINE®**

<http://www.nlm.nih.gov/>

MEDLINE® is the **National Library of Medicine's** online database that contains more than 11 million references to articles in 4300 journals in medicine and the life sciences. **PubMed** and **Internet Grateful Med** are two **FREE** systems to search MEDLINE.

## **How can I tell if I've found good information on the Internet?**

Ask yourself if a Web site meets the following guidelines:

- ◆ Information content is from a respected source, is accurate and current
- ◆ Information provided is readable, well-organized and easy to use
- ◆ Information supports existing doctor/patient relationships
- ◆ The purpose of the site is to inform, and not to sell a product or service
- ◆ Confidentiality of site visitor data, including identity, is respected

## **Where else can I find good health information on the Internet?**

**healthfinder®**

**<http://www.healthfinder.gov>**

healthfinder®, available in English and Spanish, is a free gateway to reliable consumer health and human services information developed by the U.S. Department of Health and Human Services.

**Centers for Disease Control and Prevention**

**<http://www.cdc.gov/>**

CDC's mission is to promote health and quality of life by preventing and controlling disease, injury, and disability. This site is available in both English and Spanish.

**NOAH: New York Online Access to Health**

**<http://www.noah.cuny.edu>**

NOAH provides full-text health information for consumers that is accurate, timely, and relevant. NOAH supports both English and Spanish usage.

**National Women's Health Information Center**

**<http://www.4woman.gov>**

The National Women's Health Information Center provides a gateway in English and Spanish to the vast array of Federal and other women's health information resources.

**KidsHealth.org**

**<http://www.kidshealth.org>**



Created by the Nemours Foundation, KidsHealth.org has information on infections, behavior & emotions, food & fitness, and growing up healthy, as well as cool games and animations!

Important Note: Information on these sites is for educational purposes only. Consult your personal physician or other health professional for specific advice on your health and on how Internet health information may apply to you.

### **What is the NN/LM?**

The National Network of Libraries of Medicine (NN/LM), coordinated by the National Library of Medicine, is a nationwide network of over 4,500 health science libraries and information centers. NN/LM libraries provide a variety of services to health professionals and to the public. Find these libraries at [www.nlm.nih.gov/members/](http://www.nlm.nih.gov/members/)

### **Where can I get more information about NN/LM services?**

The Pacific Southwest Regional Medical Library (PSRML)  
at the Louise M. Darling Biomedical Library/UCLA  
Voice: (800) 338-7657 Email: [psr-nnlm@library.ucla.edu](mailto:psr-nnlm@library.ucla.edu)  
Web address: <http://www.nlm.nih.gov/psr/>

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